

CIT Customer Satisfaction Report

For the Period 10/1/2004 to 9/30/2005

Survey responses for tickets closed by CIT

Snapshot Date: 10/3/2005

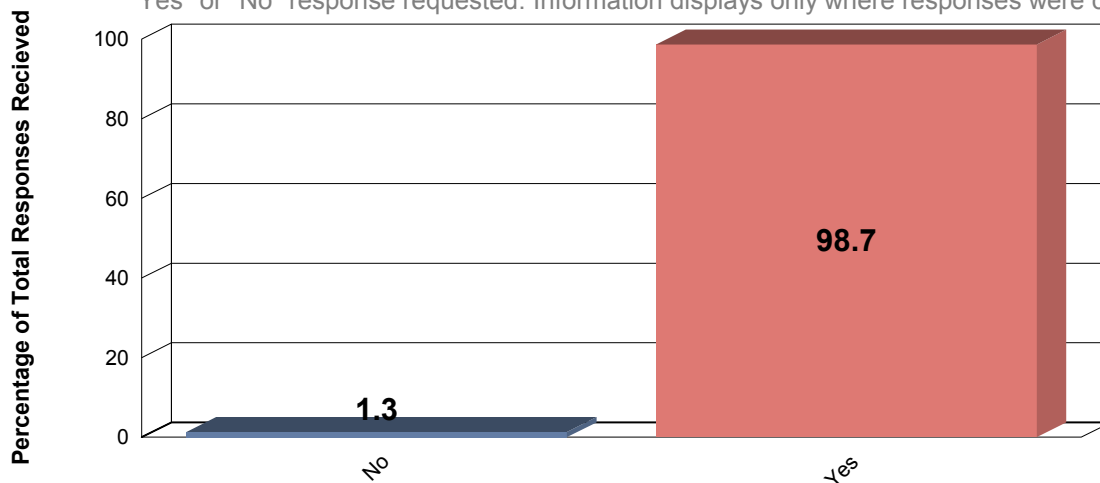
Number of Surveys Sent During Period: 120,702

Number of Surveys Returned: 3684

Rate of Return: 3.00 %

Were the Consultant(s) Courteous?

"Yes" or "No" response requested. Information displays only where responses were captured.

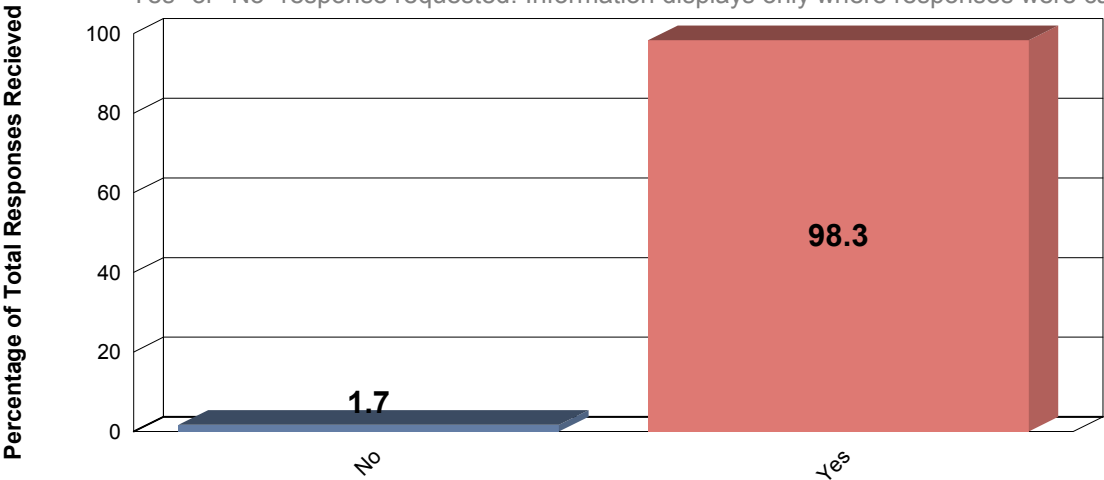


Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Explanation of Why Consultant(s) Were Not Courteous
ST1674662	When I informed him that my user id for DELPRO did not consist of 7 characters he told me it should. I said it contains 2 lette
ST1677059	I have not spoke to anyone
ST1340757	He started out w/a condescending attitude when I returned ticket & it went downhill - not enough room here
ST1345306	Not the initial consultant who left me on hold until disconnected. Shawn was able to help.
ST1657952	Rude!!!! He made me feel like I was infringing on his time. Like he was having a bad day. So I handled the problem myself withou
ST1734418	There was a rude message from CIT about whether did I have a question.
ST1608247	THis guy refused to consider that my problem was related to what the helpdesk had informed me to do in an earlier call.

Did the Consultant(s) Understand the Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

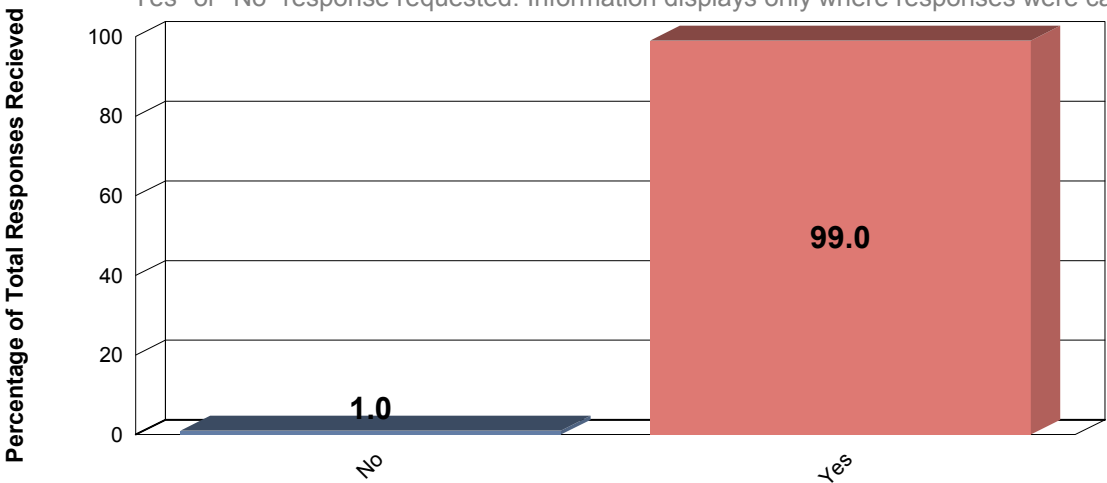
Service Ticket Number	Explanation of Why Consultant Did Not Understand the Problem/Request
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ST1321262	I didn't get to speak with one
ST1523392	Although I asked to be transferred to someone who knew about the ADB, it took a while to convince him I needed someone else.
ST1582300	Someone else told him after he walked me through instructions that the Silk page for Titan Password was not working.
ST1608247	He never even considered the possibility that deleting cookies was causing me problems, and despite repeated requests from me, c
ST1618692	I only needed the format for the user ID. I asked if it was the same id used when logging onto NIH email. They could not give
ST1648141	In original request, current profile was identified by name and person ID, as were the inactive or older profiles. In the collap
ST1752094	They had "never heard about it" and offered to "do research on it". I can't afford that, so I declined.
ST1340757	Not at first & again condescending about providing assistance + seemed to think I was playing games. Not enough room here
ST1345306	I don't think the first person did, but Shawn did.
ST1592316	The help desk contact did not recognize the system name and referred my request to another group.
ST1590723	The original question send on June 1 specifically requested information by academic department. Helpdesk did not understand that
ST1677749	The problem kept recurring because the consultant did not fix it properly - all last week I struggled with my computer being lo
ST1684178	In creating the account, my domain, login, and password were sent to the email address being set up. Therefore, I had no way to
ST1699319	I asked why NHGRI had been notified about a long list of summary statements on which NHGRI was not dual EXCEPT ONE.
ST1702849	NED system is correct, CIT database has wrong information. A request for a change was placed before.
ST1726514	They could not help me with the problem.
ST1582462	This person talked down to us as if instructions were not read.
ST1690826	No
ST1450492	This is the 3rd time I've tried to complete this form. Please have someone contact me asap. 301-402-1770.
ST1651955	I never saw the computer support technician.
ST1719371	I put in a request with Sean Gruber to have my account enabled. Evidently he enabled my account but he neglected to inform me th
ST1756221	The web link was not functional, so after investigating I reached a page that explained the titan password policy - I had to kno
ST1355890	Can't explain due to character limit
ST1654496	I have no idea whether they understood or not since they did not act on it.
ST1677059	No because I still can not use service

ST1693064	Using a quick fix - was not the issue and or resolver.
ST1644113	I was unclear, but the problem was not locking the computer but restricting access to the computer to only a select individuals.
ST1647299	He didn't even talk with me. He sent a standard referral to the Spam website. I've been there and been trained. That is not h
ST1695989	did not take the time to fully understand the problem, and so the 'to and fro.
ST1696883	The consultants did not understand the kind of technical support I needed. I needed Network IP support.
ST1701785	I could not submit the Del Pro request - I did it differently and that is why I do not need it reopened - no one ever contacted
ST1703163	My records show no disbursement of funds....It's not clear to ME how these systems are not coinciding.
ST1737481	http://www.algorithmic-solutions.info is being inappropriately blocked by the NIH web access control system (http://accessdenied

Was the Problem/Request Resolved in a Timely Manner?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

Service Ticket Number	Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?
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ST1340757	No Answer Ticket shouldn't be closed until success w/instructions. Shouldn't need 3rd party to remove tk access. No offer~ relay concerns
ST1345306	Other (Specify) I was left on hold by the first person and disconnected. I had to call back for help, which is when I got Shawn.
ST1592316	Immediately < 15 minutes
ST1436473	No Answer
ST1582462	Other (Specify) Said it couldn't be done and had to go through Account Sponsor, who had reported problem yesterday.
ST1620476	Less than 1 business day I sent my problem on Monday, 6/20 and it was not resolved until 6/22. I am very grateful that it is resolved now. Thank You!
ST1662554	No Answer
ST1690826	No Answer Never resolved
ST1734418	Other (Specify) The ticket was open more than 7 days ago and closed without resolution.
ST1450492	Immediately < 15 minutes Initial request sent at 9:17AM and completed after 10:00AM. Please contact me asap.
ST1480795	No Answer
ST1610679	No Answer
ST1651955	No Answer
ST1719371	Less than 3 days
ST1735533	No Answer
ST1756221	No Answer

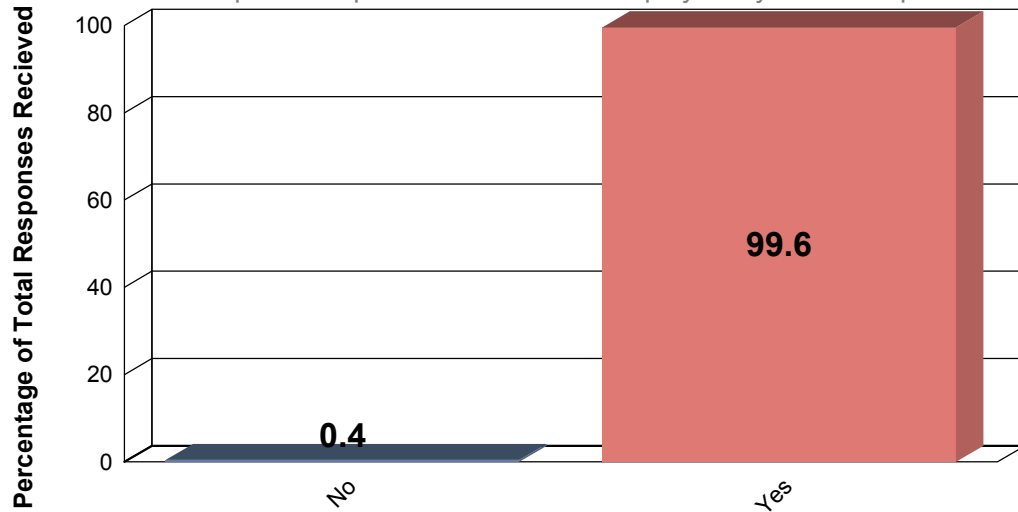
ST1447013	Less than 1 business day
ST1506274	No Answer
ST1554285	No Answer
ST1590723	Less than 3 days
ST1597267	No Answer
ST1677749	Less than 1 business day As I said above, the problem kept recurring all last week. Only on Friday, the consultant tried something new, and fixed it.
ST1684178	No Answer
ST1699319	Less than 3 days
ST1702849	No Answer There has been no resolution.
ST1726514	Immediately < 15 minutes
ST1732112	No Answer
ST1321262	Other (Specify) Currently trying to complete the page I couldn't get to before, so it must probably be resolved. Won't know til I submit.
ST1343874	Other (Specify) It has not been resolved yet.
ST1470167	No Answer
ST1523392	Less than 1 business day
ST1736548	Less than 1 business day
ST1355890	Other (Specify) An indication of a plan of resolution.

ST1424913	No Answer
ST1556335	No Answer
ST1576014	No Answer
ST1582873	No Answer
ST1654496	Less than 3 days I apologize for the delayed response to this issue. The request was initially misdirected. Our data q
ST1677059	Less than 1 hour
ST1693064	Less than 4 hours 1 day has passed with no contact from the help desk, I then contacted them and was give a quick fix. 3rd day issue(s)resolved
ST1345545	No Answer
ST1572004	Other (Specify) After I identified the error on 5/18, it has taken 3 emails and it was finally resolved today. This is a VERY long time!!!!
ST1582300	Other (Specify) No, I was sent up to the Account Sponsor who had an unresolved problem from yesterday. Temporary passwords cannot be changed.
ST1608247	No Answer I'm hoping my local help guys can deal with it.
ST1618692	Immediately < 15 minutes
ST1648141	No Answer
ST1667672	No Answer
ST1747282	No Answer
ST1752094	No Answer The problem was not resolved at all.
ST1357200	No Answer

ST1451094	No Answer
ST1644113	No Answer
ST1647299	Less than 4 hours
ST1695989	Less than 4 hours took a 1 1/2 days to correct.
ST1696883	Less than 1 business day
ST1701785	Other (Specify) I was simply not called back - but this is the first time and that happens - I redid it another way and got it to wor
ST1703163	Other (Specify) No research was done to conclude closure of this ticket, therefore, no adequate time can be specified.
ST1737481	No Answer The answer was timely, it was just not germaine.

Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

Service Ticket Number

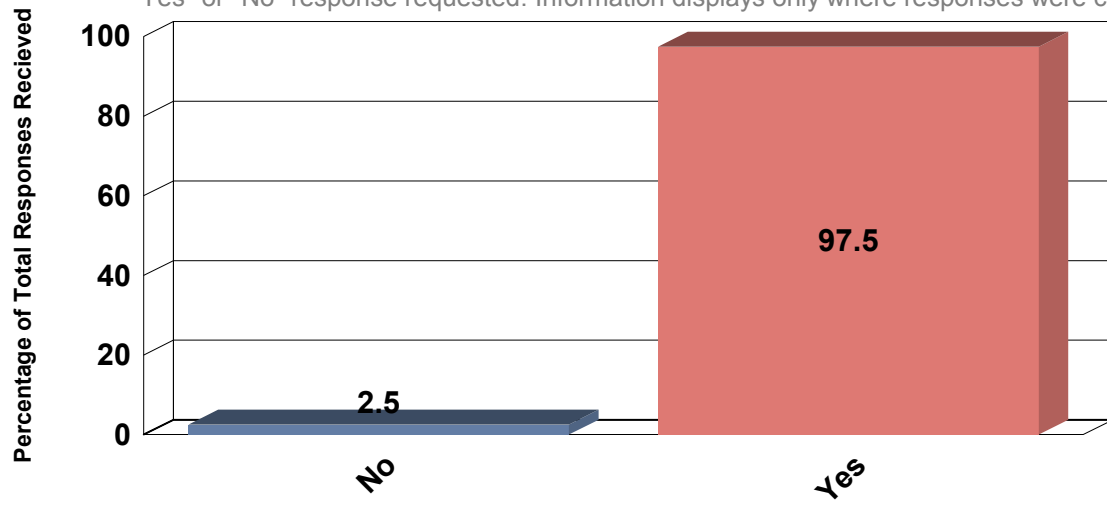
Which Consultant(s) Was Not Effective?

ST1344303	No Answer I sent the first message, then tried something else to resolve the problem. Sorry, again!
ST1321262	Couldn't tell Never knew when it was to have been resolved and just now trying to see if it will submit this time.
ST1373937	NIH Help Desk Consultant
ST1688538	No Answer
ST1436473	No Answer
ST1734418	Other (Specify) None or all, because the issue is still there (just checked the mail bounced exactly same way as was reported in the ticket).
ST1525581	No Answer Just the one I spoke with this morning.
ST1608247	NIH Help Desk Consultant Phone support.
ST1667672	No Answer
ST1340757	Couldn't tell I'm not sure which role he was in and the problem has not yet been resolved.
ST1345306	No Answer From the first person, held on until disconnected. From Shawn, he was very effective.
ST1359748	No Answer
ST1625903	No Answer
ST1657952	NIH Help Desk Consultant Slightly Rude! Very unprofessional in his handling my call, like I was bothering him by requesting someone to assist Verizon.
ST1684352	No Answer
ST1409368	No Answer
ST1528286	No Answer

ST1710033	The Consultant who resolved the problem/request
ST1605353	No Answer
ST1651955	Other (Specify) The computer support person failed to even check with me to make sure that everything was ok.
ST1674662	NIH Help Desk Consultant
ST1381335	Couldn't tell
ST1607672	Other (Specify) Again, I was not the one who submitted the ticket.
ST1677059	Couldn't tell
ST1688713	No Answer

Was the Problem/Request Resolved to Your Satisfaction?

"Yes" or "No" response requested. Information displays only where responses were captured.



Responses to Additional Questions Asked When Response was "No"

Service Ticket Number

Would You Like to Reopen Your Service Ticket?

ST1265717	No
ST1380019	No
ST1383331	No
ST1396884	No
ST1447013	No
ST1466229	No
ST1542378	Yes 301 496-7576
ST1567371	No
ST1587302	No Each time I call we are charged, yet the problem still persists.
ST1590052	No
ST1590723	No
ST1594747	No
ST1618039	No
ST1625803	No
ST1644444	No
ST1677749	No
ST1691754	No
ST1699319	No

ST1702849	No No resolution.
ST1725536	No See note above.
ST1726514	No
ST1743496	No
ST1756279	Yes
ST1421608	No
ST1555100	No Person Search in IMPSTG is still running slow/locking up. Supposedly OPs is working on this, but the ticket was closed with no
ST1570090	No
ST1582462	No As previously stated, found resolution and emailed it to CIT Helpdesk.
ST1618359	No
ST1620476	No
ST1625872	No
ST1626248	No
ST1683207	No
ST1690826	No Monday
ST1696769	No The computer was set up, but I still can't get into outlook, I had to set up my own printer queue. The ticket was closed befo
ST1702950	No

ST1720151	No
ST1725076	No
ST1734418	No Having see the resistance in helping with the issue I don't think reopening will be reasoning.
ST1320471	No
ST1321262	No
ST1329156	No 301 435-7633
ST1343874	No There is nothing to understanding that the HelpDesk can do.
ST1348284	No
ST1364004	No
ST1421200	No
ST1449600	No
ST1470167	No
ST1493914	No
ST1523392	No
ST1625788	No
ST1708524	No
ST1732002	No
ST1736548	No

ST1157742	No	Received a double order of telephone books.
ST1326506	No	
ST1340757	No	Doesn't appear it will do any good. A shame. Please contact me via Email so communication is in writing. Thank you.
ST1345306	No	From the first person, no. From Shawn, after I called back, YES. Thanks Shawn.
ST1359748	No	
ST1379660	No	
ST1382715	No	
ST1401986	No	
ST1412721	No	
ST1467767	No	
ST1474146	No	
ST1497635	No	
ST1537065	No	
ST1554409	No	
ST1573387	No	
ST1576235	No	
ST1592316	No	

ST1609074	No	Please make sure that slides are in focus. Thanks
ST1634683	No	
ST1657952	No	For the record,I took care of problem. I called John Pollack myself,without the Consultant's help. John took very good care of V
ST1685039	No	
ST1707872	No	
ST1708497	No	
ST1747521	No	The problem is resolved I am into the system at last. Thank you
ST1755997	No	
ST1332925	No	
ST1391798	No	
ST1409335	No	
ST1492723	No	
ST1647299	No	The problem was not resolved. I received an email from "paypal" asking that I provide personal information. I wanted to know i
ST1695989	No	
ST1696883	No	I don't feel you have anything to offer
ST1701785	No	301-435-4005 but I think I took care of it myself - thank you
ST1703163	No	

ST1705638	No	I do not need this particular ticket to be re-opened because I have sent an email directly to ListServ Admin. I have access to R
ST1718294	No	
ST1723464	No	
ST1737481	No	
ST1355890	No	email: nahabf@ninds.nih.gov
ST1398091	No	
ST1463650	No	
ST1526906	No	
ST1603008	No	
ST1608439	No	
ST1620691	No	
ST1626035	No	
ST1641285	No	lindquit@csr.nih.gov
ST1654496	No	
ST1675589	No	
ST1677059	Yes	2022059296
ST1693064	No	
ST1715577	No	

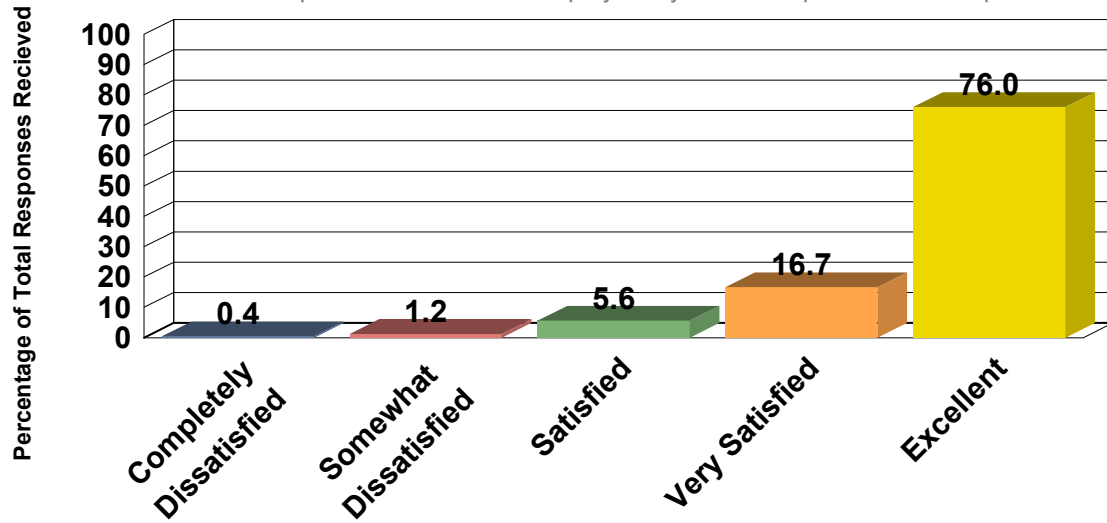
ST1728713	No
ST1302697	No
ST1365493	No
ST1405748	No
ST1450492	No
ST1593789	No
ST1614620	No
ST1674662	No I will contact the help desk another time.
ST1719371	No
ST1722476	No
ST1733554	No
ST1735533	No
ST1739628	No
ST1293261	No
ST1339285	No
ST1345545	No
ST1382771	No
ST1498910	No

ST1552358	No	
ST1572004	No	
ST1579649	No	
ST1582300	No	I researched to get a workable syntax and sent it back to TASC. Please get message to your consultants so they don't lose an ho
ST1588920	No	
ST1608247	No	I trust my local support people, who agreed to come help me without giving me a RUDE hassle.
ST1618692	No	
ST1642854	Yes	Phone: 301-435-3504. I suspect that IMPACII is down.
ST1647120	No	
ST1653322	No	301-594-1590
ST1667672	No	Help desk contacted me saying they did not know how to direct the request to the NED staff. They asked me for the info, which I h
ST1672364	No	opened a new ticket
ST1677157	No	
ST1678881	No	
ST1707246	No	
ST1711466	No	
ST1723362	No	

ST1747282	No
ST1752094	No

How Would You Rate Your Overall Customer Experience?

"Completely Dissatisfied", "Somewhat Dissatisfied", "Satisfied", "Very Satisfied" or "Excellent" response requested. Information displays only where responses were captured.



Service Ticket Number	Comments/Suggestions
ST1322384	Mike was very helpful, and knowledgeable about my printer/computer problem. He helped resolve this issue in a very timely manner. Thank you.
ST1323745	Thank you very much William Kao
ST1324582	Thank you very much
ST1327206	Thank you.
ST1328930	The consultant gave me confidence in that the problem did not come from my computer. She gave me reassurance. Thank you.
ST1329891	We are lucky to work with Karen Botts and get her great help.
ST1341464	maybe to anticipate a web connection when establishing an account, though mine might have been a bit idiosyncratic ...
ST1345802	THANKS!!!
ST1346267	Verison came by 2:30 p.m. and fixed the problem!!
ST1350934	I don't remember the young lady's name who assisted me but she did it in two sentences. Now that's what I call good service!!
ST1351749	Thanks, it was a great service
ST1356369	thank you for your help. Great job. Magdalena,
ST1360077	Outstanding response time. Thanks very much!
ST1365328	Technician was superb
ST1369560	thanks for a thorough, quick response.
ST1370144	My only comment is that Lekeisha Jackson was terrific! She was polite, friendly, caring and very efficient and professional. Thanks!
ST1372432	Pam is the greatest!!!!

ST1375575	Thank you for calling me so quickly. I must have been contacted within 5 minutes or less. Thank you to the gentleman that helped me so quick and took his time. Thanks again.
ST1379465	She is top notch and the best.
ST1380010	thanks for all your immediate help.
ST1380152	Great Job Thanks
ST1384190	no
ST1385606	Thank you for your immediate help to my distressing problem. Thank you also to Lauren Zelepsy who immediately came to my office to promptly fix the problem. Jane Blash, NP
ST1402789	these accesses should be added without having to ask for them
ST1403209	Thank you very much for excellent help !
ST1410649	The NIAAA CC appreciates your expedited response to this issue
ST1413716	I was very impressed with the timely response to all individual problems I had- by immediately issuing tickets for all 4 while keeping me on the phone. Very efficient and professional.
ST1414806	Stephanie Clark was exceptionally courteous, helpful and efficient.
ST1415761	I appreciated the fact that the individual explained the assignment of the VPN account may take a day or two to process after submission.
ST1418416	Thanks for the quick service. I really appreciate it!!!!
ST1418955	I want to acknowledge the work of Dan Gange who recently helped me through a computer issue. Dan was courteous, patient, and helpful. I especially appreciated his follow-through. He also listened to my questions. Mr. Gange is a wonderful asset to the NIH.
ST1425397	Pam Davis is consistently friendly, efficient, and effective.
ST1433307	no, thank you
ST1434370	excellent job

ST1438876	I always get good and courteous service from the help desk. Thank you.
ST1444230	Josephine Vila was extremely patient in trying to assist me in diagnosing the problem over the phone. Once I brought the CPU into the office, she quickly resolved the problem and happily back in service. Excellent customer service!
ST1444731	I like this idea of troubleshooting; I do not care to have tickets issued and having to wait for someone to show up at your desk, when things could be expedited/resolved with a phone call.
ST1445018	I always get excellent service. Thank you.
ST1449924	No, nothing additional, except to say again people at help desk were courteous and resolved the problem in a timely manner.
ST1454265	N/A
ST1455641	It's always a pleasure working with Ron Pulivarti.
ST1456561	Superb job
ST1458452	I received an immediate solution to my problem, and also received future information that I will need. Very timely excellent service
ST1459597	I was walked through step-by-step to the solution to my problem.
ST1462529	Patty is terrific!
ST1462979	Besides clearing cookies, my bookmark was also a problem. I deleted it and made a new one which works fine.
ST1466108	The computer/tech. support desk has always been helpful and usually resolves my issues in a timely manner. They are polite even when I am frustrated with the problem.
ST1469546	The person who assisted me (Daryl) was very helpful.
ST1470980	I appreciated Scott's assistance with this. It split the time it would have taken me to do it myself.
ST1473422	I veen got a promised call back. Thanks you, very professional as always.
ST1479793	Can't remember the gentlemen's name. But he was very courteous and extremely patient while assisting me. My only suggestion is to keep up the good work.

ST1480784	Quick response to my request and quick resolution. Much appreciated!!
ST1486025	The tech was so informed and very helpful.
ST1489969	When you can prevent problems from happening, you will have done the impossible! So far the help is excellent.
ST1493426	The consultant was excellent in understanding my question and clarified what had to be done.
ST1494563	I am glad the cit person actually make other contacts for me instaed of me having to gather additional info from the pager people then relaying it to the cit person. This worked the way I invision a help desk operating. Thanks !
ST1499368	Very helpful and friendly...Thanks!
ST1507696	THANK YOU!!!
ST1508686	I was very pleased that they were able to restore the missing folders. It was a great relief
ST1513947	I always get very good and courteous support.
ST1515810	I received excellent service, I didn't have my USB cord, however, once I got the consultant came back promptly and hooked it up. Thanks for such excellent service.
ST1521936	Response time and customer service excellent.
ST1522654	It's always a pleasure dealing with Randy Francini. He is very accommodating and professional.
ST1524374	I want to thank Kendra for helping me get NBS Travel Users back on the NIH Portal. She also told me the HELP DESK was aware of the problem and working on it to get it fixed. THANKS AGAIN KENDRA.
ST1524700	The CIT professional, Todd, helped me solve my problem of getting into the NBS Travel system. The CIT Help Desk has been a tremendous group, providing me with on-the-spot help and information needed to do my job. Thank you ALL for being there!! Sharon Pa
ST1526587	YOU ROCK!
ST1532650	As a contractor, he really did not understand as if he has been on site at NIH for long, but the problem did resolve itself as we spoke, and he was courteous, and would have helped me get it straightened out if I had needed more help.
ST1533830	Thank you!

ST1534438	Great service and response. Thanks!
ST1537210	The rating above is for my phone call not the e-mail response. Jay was the one who finally answered my initial question. He serves your NIH Help Desk well. I was very impressed with his efficiency.
ST1538608	It was a pleasure to speak with Cathy. She was very helpful and courteous. My problem was resolved very quickly. Keep up the good work!
ST1541491	Today, everything was handled very well. The only problem that I have had "in the past" is the link and timeliness of Techs responding to Citrix or other services needing in-building support when the request has to first go through the Helpdesk. Sometim
ST1546363	If I hadn't sent the email I would of never guessed to "right click" for the form. All of the other forms came up easily using the "left click".
ST1552693	This was a memorable encounter. I had a lot to accomplish, wasn't very organized about what was wrong, and kept wanting "more." Phillip Davis is a genuine credit to your staff.
ST1553944	Very quick reply and solved the problem with just the one e-mail procedure
ST1555112	REsponse was very fast -thank you
ST1556595	Thanks for the very quick resolution! GS
ST1556794	I really appreciate the courteous and good services I got this morning to resolve my logging problem.
ST1557310	I am grateful for the prompt and helpful support that I received.
ST1559124	Thanks for all your help and support.
ST1559220	Rao is always very helpful.
ST1560141	Problem was solved wonderfully well. Thank you for your prompt response. R. Feller Baum
ST1562448	Service was effcient! Very satisfied with work done!
ST1562566	WELL DONE.
ST1565230	Thanks!

ST1572014	It turns out that OFM was able to help me out. One who handles the processing of EIN requests was not available, but someone else was able to help. Thanks again to Leila for her help.
ST1573727	as always excellent service from JASON WOO
ST1574704	This was a much more timely resolution to my problem than I had yesterday to my password problem. For that problem, I was not contacted for 2 1/2 hours and then as I was leaving for a meeting. That service yesterday was TOTALLY unsatisfactory. I did no
ST1584224	Very polite and eager to listen and help my whole office since the problem was affecting the other computers as well as my own.
ST1585128	I would like to commend Ms. Davis service. She is always prompt, courteous and resolution is ALWAYS correct on the first resolution visit!
ST1585475	The person who helped me (Todd) did an excellent job, he called several people to get me set up with the access. (which I thought I already had) Fixed in less than 10 minutes! Thanks!!
ST1592638	I found the representative who helped me to be exceptionally kind and patient. My problem was resolved very efficiently.
ST1593903	If I want to login to ECARES at 3:55pm I should be able to do so. Still my work day.
ST1594888	Our Desktop Support Team is the greatest! Especially Pam Davis - she always goes out of her way to support you.
ST1595317	I was not here when move was made so can't vouch for courtesy of the technician. I was never contacted as to where I wanted the phone placed and the cord is just barely long enough to reach the desk surface (phone dangles by cord when overhead cabinet doo
ST1601539	I never knew about this anti-spam report option - why not publicize it more so employees know and can use it!!
ST1602723	Thanks for help
ST1609166	The problem was that my Blackberry stopped working because the contract ran out. Last year before this happened, I received a message from the NIH Wireless team warning me that the contract had 4 weeks left. This was a valuable service, why has it been
ST1624997	I don't have any suggestions but the CIT team work promptly to solve my problem. Thank you.
ST1625427	Thanks!
ST1626752	<p>I just want to thank the young lady who helped me out this morning. She was very patient with me and I thank her very much. I also Thank everyone else who tend to help me out whether I'm at home or at work.</p> <p>Thank you very, very much. Barbara Ann Pin</p>

ST1627197	I really appreciate the quickness of the response (like, 15 minutes after request) and the clear interaction with the technician that resolved the mapping problem. Great work!
ST1627307	Response was quick and results were on the money!
ST1627660	Scott is ALWAYS very courtious, and makes sure the job is completed and conpleted correctly. Lets keep this one!!!
ST1628331	The service was great. A representative called me on Tuesday 6/28 to ask if I needed a PC installed. My response was no, but I actually do need a PC installed. In the voucher office, I make folders for patients and sometimes need to pull an ATV. I wou
ST1629994	I think CIT does an excellent job every time I have needed their assistance.
ST1636473	Pam is always fantastic! She's quickly responsive, explains what's going on, and really works with me to come up with the right solution to a problem. This doesn't just refer to the current ticket but is rather a general comment. Thanks!
ST1639641	Quick response as always.
ST1641132	Thank you!
ST1642150	My only concern is that the 'cause of the problem' was not identified. Therefore, the 'problem' may happen again, and not only to me but other employees. This just takes up needless time to again 'solve' the 'problem'.
ST1642890	I submit a lot of TSR requests due to my responsibilities as a move coordinator within my institute. When CIT personnel contact me via e-mail regarding a TSR, I frequently do not know which TSR they are refering to. If there is some way to clear up
ST1644106	Thanks for coming to my aid. Jane
ST1647648	Thank you :-)
ST1648180	Excellent. Thank you.
ST1649705	Mike was courteous and effective in walking me through an unfamiliar-to-me problem. Thanks
ST1655920	Thanks
ST1656264	David did a great job in a timely manner. Very efficient.

ST1667791	The other desktop support people need to learn how to do quotes also.
ST1668378	The assistant was VERY helpful, prompt, and knowledgeable!
ST1668550	Joe Gannon saved us from ordering a new battery for our mac. We were sure that was the problem until we consulted with him. We're always going to request Gannon from now on. Thanks.
ST1680253	Boris the support team member provided outstanding service as did Joe Gannon. They deserve recognition and high praise.
ST1680669	No, you're doing a great job!
ST1686806	Candice was a great help. She was excellent at solving nothing for me. I did it on my own.
ST1690990	Keith is a very considerate, helpful person. He took the time to explain the problem while he was correcting it. MAde it easier for a computer person like myself to understand.
ST1694856	Bill Redd is an excellent CSP.
ST1697112	Karen Botts was very helpful as always in working through the issue, and helped in explaining the ePolicy Monitoring Agent as well as working me through all the neccesary windows updates I needed.
ST1699241	This experience, like most I've had, was excellent. Sometimes, though, the HRSA tachs are slow to respond to problems after the ticket is issued. More than once, I've waited 4+ hours for any response to a problem that made it impossible to log into my co
ST1703073	good work!
ST1705927	The CSP customer support I receive is excellent, timely and genuinely courteous.....on both the MAC and PC. Thanks bunches!
ST1710098	NIDA computer support people are great.
ST1714238	I have never anything but the most courteous and help service from CIT. Thank you.
ST1719291	Job well done!
ST1720042	No. I have always been please with the help desk.
ST1721979	None

ST1726829	A young lady by the name of Soma, (I do not know if I spelled her name correctly), and a gentleman by the name of Morgan were a great help to me. I value both of them very much for the excellent assistance that they provided to me.
ST1727301	As always, excellents Customer Service from Pam Davis!
ST1735739	Great help, as always. The Help Desk is a fantastic resource and everyone I get help from is excellent!
ST1736334	Thank You
ST1737444	I appreciated the quick response and that the responder was thoroughly familiar with what to do to resolve the problem. He walked me through the solution quickly and easily.
ST1739019	The instructions for installing VPN were not clear in some aspects, mainly the username and password that I should use, so I had to wait until someone called me home. Otherwise, I think that I could have installed it by myself. Thanks,
ST1742769	Excellent help as always.
ST1750002	THANK YOU
ST1752232	Excellent service as always. Thanks.
ST1756431	Thank you.
ST1556271	No.
ST1286570	I hate surveys
ST1326907	Very excellent help as usual. Thank you.
ST1326928	The consultant was very knowledgeable and very responsive to my needs. He has excellent customer relationship skills. Came right in and got right on the job at hand. He work is to be complimented
ST1332796	Stacey was extremely pleasant and helpful.
ST1340093	None at this time
ST1345133	Great job, thanks

ST1348650	Overall in the past 6 months or so, I believe the help I have received has improved measurably.
ST1350672	Glad you folks are there for us!
ST1356357	This issue was addressed promptly and with excellent customer service. Thank you for the great service.
ST1356642	no other comments, just keep up the good work!
ST1360633	Always receive excellent and very courteous help. Thank you very much.
ST1363421	Donna Esterday was great! We played phone tag for a minute but, we got it alllll resolved. Thanks for the prompt service and Donna's help. Have a good new year
ST1366847	Your consultant was a lot better than I was, and was able to compensate for my failing to record entry items that have become pre-programmed. Thanks for the service
ST1367702	Very quick response--always appreciated!
ST1372461	Amy the person who helped me with my problem was very patient, courteous and understood my problem. It took a few minutes to resolve the problem but she helped me. Thanks
ST1372790	Nice, quick response to my email for help. Thanks.
ST1373650	what is the current password i can use to access impac 2? my problem started when i could not remember my password and i attempted to access impac 2 using several other passwords i use, thinking one of them must be the one that would work.
ST1374796	The link did not open for the customer support person, nor for me (needs updating, but that's probably not your responsibility.) Customer support person was VERY kind and helpful!!!
ST1375017	Clone this consultant and share him with OD. thanks again! --Chuck
ST1376520	Outstanding and very very polite and efficient service. The technicians were wonderful!
ST1377607	i appreciate the VERY rapid response and solution that was right on target!
ST1381363	I think the service that you provide is excellent.
ST1381559	Brian(NIAID person) was GREAT -efficient, timely, knowledgable!

ST1385921	Original diagnosis was correct, however, delays ensued as a result of organizational communications. My ticket was sent back to the original help desk agent that eventually resolved my problem. He really did a great job!
ST1386559	The technician was very knowledgeable and patient.
ST1390926	thank you very much
ST1392428	the cutover went smoothly thanks to the telecom group who worked on this project. the help desk thanks you...
ST1397340	Your services are performed in a consistently outstanding manner, with courtesy and a mind-set of helpfulness that permeates your efforts. Thank you very, very much.
ST1399219	Just Thanks for the help.
ST1402535	None at this time other than I have received excellent support recently.
ST1405819	I always receive prompt and courteous service from the staff and I do appreciate it! Keep up the great work! Thanks!
ST1407687	Always excellent service. Thanks.
ST1409098	Thank you for all your help and talking with my son whom was able to do what you instructed him to do. Thanks you so much.
ST1410658	Great Job
ST1412551	The technician and Helpdesk process worked very efficiently to resolve my request. Thanks!
ST1421544	As always I received outstanding service
ST1423665	The service was very quick and complete. Keep up the good work!!!
ST1432159	Thanks to Jeff Morris and David Awwad for making this action happen. It was done in a timely manner and with great professionalism. Thanks again.
ST1432769	no not at this time.
ST1438010	We need more people like Philip Davis, he was very courteous and patient. His service was excellent.

ST1439895	The consultant was very efficient and knowledgeable of the question posed at the time. She did answer my question in a timely manner. Thank you.
ST1442629	If the problem continues, I'll call next week. Otherwise, this took care of the problem. Thank you, Christine
ST1452652	We are fortunate to have such excellent tech support at the NIH!
st1454399	I always get very timely and accurate help from Ray Danner on my SAS programming problems. Thanks very much!
ST1457237	Not at the moment.
ST1458741	The entire transaction was handled courteously and professionally. The team was quite response when the order was changed to an "Expedite". It is a pleasure to work with professionals.
ST1461995	Always appreciate the timeliness, courtesy and efficiency of the IT group.
ST1464601	Kendra was helpful. I still do not have an ID for ADB. Kendra cannot issue that number. My request is still waiting for reactivation. Thanks.
ST1466353	He was very patient, helpful and I am grateful to get this accomplished as I work the full weekend and need this service. THANKS A MILLION, Dempsey! Mattie
ST1468941	The Verizon tech (Jim) was very, very, professional and knowledgeable about this request. Also, Sylvia Yarborough was great!!! Please pass this comment on tho these two. CIT need more staff like them.....
ST1470093	Todd was extremely helpful, patient, and courteous. My experience with him could not have been better. He was very thorough and went to different sources to obtain the answer to my request.
ST1470234	The initial person I spoke to did not understand the problem and indicated that I was not explaining it in an appropriate manner. However it was a global issue rather than a number of individual ones.
ST1471157	nbr 4 has a typo in it - should be "you" not "your" s/NIH Grammar Police : -)
ST1473516	Great service! My server is now up and running.
ST1474639	Without the Help Desk, I would be lost. Thank You Ladies and Gentlemen for doing such a wonderful job.!!
ST1475086	Once I knew how to address the issue, the response was very rapid and the support I received was excellent.
ST1477627	I was impressed with how professional and immediate their response was.

ST1480485	Karen and Etienne do a terrific job. Excellent service
ST1481763	Steve Lindstrom was TREMENDOUS! He followed up diligently, leaving several messages while I was out of teh office. Once I got him, he effectively diagnosed the problem and did so by explaining things to me lucidly and with extreme courtesy. He offered me
ST1485116	Excellent service. I left the area for a few minutes to service my customer and by the time I retuned the system was ready to be put back on the network. The resut for me was no loss of productivity. Thanks -Clay
ST1490343	EJ was very courteous and flexible, working around my unpredictable work schedule. Thank you for the excellent service.
ST1493241	I experienced commendable service. Thank you.
ST1493332	Michael Flanagan was very helpful and the problem was resolved in a timely manner. Thanks again.
ST1496658	Both Morgan Glines and Charles Mokotoff responded immediately to resolve the problem. I now have an effective LINK into NBS and the NIH Portal due to their E-mails and guidance from Morgan via telephone.
ST1503943	very friendly, polite and efficient!!
ST1505139	I always get excellent and courteous service. I never have any complaints. You people are very very good. Thank you.
ST1508880	Both Julius Diggs and the CIT Technician were extemely patient and resolved the problem of my E-mail address being reflected as the official NIH address vs. the old Willco Building address which was cumbersome for people to input and which should not be u
ST1511765	I felt that I was understood and that my problem was resolved quickly and proffessionaly. Thanks
ST1518195	The upgrade service pack was on my desk top not lap top but I think the result is the same.
ST1518910	I understand that this concern was expressed by others, the culmination of which spurred on these changes. Nonetheless, I am glad to see action in direct response to client concern. Thank you.
ST1520932	THE CIT Desktop Support team does a wonderful job.
ST1521530	The service exceeded My expectations
ST1521662	Ray Danner and Richard Klein were especially helpful.
ST1526819	Thanks for your help.

ST1526830	Very excellent help as usual.
ST1529658	Thank you
ST1530343	This was the second try to resolve his problem with help from CIT/TASC. The first go-round didn't resolve this problem so we are very grateful to Mike Flanagan and Phil Davis for resolving it on the second try!
ST1544175	Andy Anderson ws extremely helpful and patient. I appreciate his persistence and patience in getting this resolved for me. We need more individuals like him. Thank you.
ST1544224	allen is the man!!
ST1544489	Joe Gannon was exceptionally helpful, suppportive, patient, and courteous.
ST1546619	Thanks
ST1547676	Dispelled a myth for me. Thanks Alex.
ST1548433	no
ST1550045	no improvements needed
ST1550134	Total satisfaction related to all computer/network repairs...Thanks
ST1552464	I strongly suggest that you allow more than two tries for logging onto eRA Commons or IMPAC II before locking access. I think permitting at least 5 attempts would be reasonable without compromising security.
ST1553341	I have used this Help Desk several times while working at home for software/citrix and other IT challenges and found everyone MOST helpful and, even on weekends! Thanks--I appreciate it!
ST1556441	None at this time
ST1560971	Thanks to everyone for their assistance.
ST1563241	Joe Gannon is very patient and very polite. I appreciate all of his help. Mattie
ST1563887	If we could only get the rest of the government to be so effective.
ST1566997	Randy Francini is always helpful and courteous. Thank you Randy for your prompt service!

ST1573972	It is a great pleasure work with Karen. She is really professioanal.
ST1576408	Thanks
ST1576946	The initial response was not exactly satisfactory but the consultant tried his best to be helpful and the problem was eventually resolved.
ST1577191	Joe is a GREAT guy!!!
ST1578067	The ticket was cancelled before anything was done. I had mis-typed my password a couple of times so there was really no problem that had to be fixed.
ST1581078	I really appreciate Quang responding to the matter immediately so that I may be able to carry out the task that are required of me efficiently and effectively.
ST1588422	We both had trouble changing the password and had to call the NIH helpdesk, but once we did we were able to get the password changed to something the system would accept. The major problems were that I was not notified that my password would be expiring
ST1590112	Consultant was prompt and very knowledgeable on requested procedure.
ST1591066	I don't have any suggestions; however, I want to commend the CIT staff person that assisted me today. She was very professional in her tone and prompt in her response in helping me. Thank you very much.
ST1591943	Thank you for expediting in such a timely manner for the different names which were one and the same person. Virgina Wills
ST1592953	The gentleman was very kind and patient with me.
ST1594145	Keep up the excellent work!!
ST1594732	Patty Cleveland is always courteous and extremely helpful. Thank you Patty!
ST1598864	The person helping me was extremely courteous, knowledgeable and concise. Couldn't be better. Keep up the good work!
ST1605537	Service Tech, Phil Jenkins, was very professional and knowledgable.
ST1610079	Alex Naron was very expedient, courteous, and professional in handling my request!
ST1613011	Keep up the good work!

ST1614356	The traffic on the NIH servers must be tremendous. I guess I should be glad things work as well as they do.
ST1615236	The consultant was extremely courteous and helpful!
ST1626318	Jamie was articulate, patient and efficiently walked me through the process.
ST1629088	The young lady was very profesisonal,knowledgeable and courteous. Great job!!!
ST1629437	I was please with the service.
ST1629880	He was very pleasant and helpful.
ST1632897	Rich Welty is a superb MacIntosh computer support expert. who is consistently responsive and effective in solving user problems for our Center. Please ensure that he is appropriately recognized for his outstanding performance. Thank you.
ST1634770	Pam Davis is consistently excellent in her support of our group!
ST1640622	Randy Francini always do a great job. Thanks Randy,
ST1656429	Just to add on how satisfied I am about the outstanding CIT service that I just received: knowledgeable, exceedingly efficient, problem solved!
ST1657562	Bill Redd is always very responsive, professional and skilled. The Office of the Scientific Director NIEHS is very fortunate to have him as our PC support person.
ST1660009	Contact information on accessing the CIT website from the main NIH website needs to be updated. Organizational listings, e.g., Division of Engineering Services are obsolete, old Help Desk Phone number is still listed.
ST1663455	Pam Davis was wonderful. She performed the task quickly and efficiently so that my day was not interrupted. Just great!
ST1666824	I am very grateful for the support given by the NIH Help Desk and their polite and efficient staff.
ST1670625	The CIT consultant was extremely knowledgeable and helpful and my computer problem was solved efficiently and in a timely manner. Thank you,
ST1671293	Mike Dorsey is fantastic and was extremely courteous and friendly in explaining the situation to me.
ST1674516	NO, additional comments.

ST1674767	cus
ST1676699	once she said the words microsoft excel, I then noticed that I did have it, I thanked her for her time
ST1677078	Pam went above and beyond!
ST1677781	The CIT Staff which I have encountered are all very prompt, professional, courteous and knowledgeable.
ST1680856	The Help Desk Representative did a good job. Very sound and practical advice to reboot the computer. Thanks.
ST1682088	Carla was very professional and extremely helpful. Thank you.
ST1682149	The request was handled in a timely manner. The representative was very professional and explained the process. Thanks.
ST1321553	very responsive and professional service
ST1326292	This was very fast - I did not expect to be added to the distribution list within minutes of my request! Terrific Service CIT!
ST1326317	I think they've been very helpful each time I've called them. Thanks
ST1326959	Great Service!! Well Done.
ST1335452	The consultant was extremely knowledgeable and quick to solve my problem. I am extremely grateful for the expertise and knowledge of the consultants. Thank you, Sharon Painter
ST1335743	I really like that the NIH help desk staff stay on the line while you are working through a problem that may take several minutes, especially if it involves rebooting the computer.
ST1340824	It is hard to determine whether or not the support person was courteous as all interaction took place by e-mail.
ST1341028	Thank you for all your assistance.
ST1341962	Thank you for the quick response. I was upset that I 'lost' such a large folder & could not find it. Thank you again!!
ST1342127	"Suggestion for browser compatability" doesn't accurately summarize my suggestion to add something along the lines of "only works with IE5 or higher, won't work with Netscape 4.7 or higher" next to the CRISP+ link

ST1342683	The technician who assisted me (Mike) was outstanding. He understood the problem and did not give up until the problem was resolved. He also possesses "Excellent" customer service qualities.
ST1345875	The CIT representative was just great!
ST1349101	You ISG folks are great. Every one of you is great.
ST1350909	We all know that Customer Satisfaction is an on-going effort but I must confess, your support staff is always congenial, patient and helpful. You never make us feel rushed and almost always hav a solution.
ST1359453	all is well
ST1363599	The person handling this was excellent. Very courteous and well informed on the subject.
ST1366900	Michelle Turner was outstanding -- from beginning to end. She is excellent.
ST1368694	No I don't have any comments at this time.
ST1368725	Question 4, should that read "you" or your"?
ST1368790	Mike Dorsey was incredibly helpful - he quickly screened the many parameters I provided and walked me through a quick and easy solution to the problem. A+++++++
ST1369942	no
ST1370390	Justin was extremely courteous and helped resolve my Blackberry problem in a timely manner.
ST1371114	I received immediate service without having to wait. That was great as my need was urgent!
ST1373132	Service was excellent.
ST1373359	Thank you, Brian.
ST1373436	The servis was very quick and professional! thank you very much!
ST1378551	Thank you so much for your help!
ST1381150	Thanks!

ST1381829	Whenever I call the help desk everyone is extremely helpful and so courteous. I thank them all.
ST1381915	Pam Davis knew exactly what my problem was and he gave me excellent service. I need to call her directly from now on..... :-)
ST1384798	Support person was very responsive and helpful
ST1385278	#1 forced me to answer yes or no as to whether the consultant was courteous - since this was an email inquiry/response, this is not really applicable.
ST1385495	I figured it out myself before speaking with consultant, but he was very polite.
ST1386999	good work. keep it up.
ST1387689	I find the tech support here to be very good.
ST1391438	It was good to have the telephone responder assist me by phone. She identified the problem and walked me through the solution immediately. Thanks
ST1395351	They did a nice job as usual.
ST1396643	While deactivating inactive ADB accounts is prudent, the policy of deactivating them after 90 days of inactivity is problematic. Perhaps extending the 90 day time period to 9 months or a year would make more sense. Thanks.
ST1398867	Casey is always easy and a joy to work with.
ST1399229	Brian was patient and thoughtful in his effort to help me fix the problem I encountered with excel. Great job!
ST1401649	Thank you!
ST1411372	Great work.
ST1415042	Thanks Jay
ST1415954	Thanks for all your help!
ST1418230	Excellent service as always.

ST1418435	Very useful and effective service advice and action from Ann Thai.
ST1427444	I've been very pleased with every customer service person assigned to us over recent years. Jay, in particular, has gone out of his way to be helpful and friendly. It's deeply appreciated.
ST1428054	I appreciate the speedy action.
ST1433559	This was an all day problem
ST1434067	I didn't catch the name of the fellow who helped me, but I was very impressed. Terrific job.
ST1435771	I was very impressed with how quickly she solved the problem. Many thanks!
ST1436741	Ray has always been extremely helpful with ADB issues. His work is very much appreciated.
ST1437534	I get very excellent help whenever I call the help desk. Thank you.
ST1438548	Although I could see that the problem was solved, I didn't receive any confirmation that there was an issue, or that it had been resolved until a few days later.
ST1439913	The technician was a great help in getting the paper jam cleared.
ST1441825	I would like EXCEL courses to be taught through CIT.
ST1444805	Quick response time - 5 minutes after email request was sent.
ST1444936	Thanks for the service, It was resolved almost as I requested.
ST1451445	I didn't get his name, but the tech who helped me was very knowledgeable and understood my problem immediately. He walked me through the steps to fix it. Great job!!! Thank you, Julia
ST1459539	The IT gentleman was great. Thanks to him for the help. My problem is that the survey form is too long for us to answer. The IT tech was great. Thanks.
ST1459674	The Technical Support provided was exemplary
ST1467311	I did not speak to an actual person, my request was dealt with electronically so it was hard to answer questions related to Customer service.

ST1469312	I also called the IMPAC II Help Line and was left waiting for about 45 minutes before I gave up. Something has do be done about that. There was an initial message that there were 7 people in the cue ahead of me, but never any update --- Just a repetiti
ST1469613	Thank you
ST1471222	Great service.
ST1476950	Did a great job.
ST1477628	Unfortunately, I did not iunclude my new room number to ease Ron's location of my office. But he was conscientious and finally located me and solved my problem very quickly and pleasantly. Good job!
ST1480430	Wish I had the same help when my hard drive needing fixing (during that time it would have helped to have updates on the status of when the hard drive was going to be fixed).
ST1480693	Thanks
ST1490385	I was very, very satisfied in the timely manner and the courteous manner in which Stephanie Clark resolved my problems. Eash time she has assisted me with problems I have always been extremely satisfied and she was persistence in making sure my needs wer
ST1493782	I waited approx. 1.25 hours on the phone to speak with a help person at eCommons, but once the issue was reported, it was handled quickly. Thank you.
ST1686749	This whole business of multiple passwords is getting more and more complex. Are we ever going to get to the one-password system?
ST1694808	We are very lucky to work with Karen.
ST1697327	Thank you.
ST1700518	I needed to use the program over a weekend, and called tech support on the chance that someone would be there to answer my question. Initially I left a voicemail, but very soon afterward a tech person called me back and very efficiently and successfully s
ST1701295	No additional comments at this time!
ST1708506	Excellent and very professional service. Thank you.
ST1708976	I was unable to log on to and use Delpro from Aug. 16 to Aug. 26. Seems there was alot of unnecessary fumbling around in getting my identity reestablished and getting my computer properly assigned to Delpro.

ST1710399	pretty good service, thank you so much
ST1710526	Thanks, Jay.
ST1710905	Thanks
ST1714841	Chris Browder continues to provide our lab with outstanding Mac support. He really goes above and beyond the call of duty, always promptly and with good cheer. He inherited a mess when he became our support person and in short order those problems w
ST1716235	Jewel is always courteous & prompt to resolve issues!!!!
ST1717927	The consultant was extremely helpful, expedient, courteous and pleasant. Thanks
ST1718116	Service was perfect. Thanks.
ST1722064	Joe is a gem! Please clone him.
ST1722107	Joe was very helpful, friendly and had my software up and running within minutes of my request. Many thanks.
ST1722545	Great service
ST1723376	I truly appreciate the way that you guys come through for us. Thanks
ST1725100	Ed Green has always been willing to help in a very timely and effective manner. Thanks for helping. -Maggie
ST1725802	I'm very happy how Lakisha Jackson has helped me. She is very prompt, polite, patient and effective. Thank you very much, Maya Goldfarb
ST1727882	I just want to say Thank you for y9our help
ST1729936	We were not provided with information on how to change the password.
ST1730204	The technician who assisted me was very courteous and professional. Corrected my problem right away.

ST1731214	Extremely helpful as I was feeling anxious about my problem
ST1733777	CIT techs, Bob & Fernando, were very professional & supportive.
ST1735117	Another problem related to retrieving grant reports from IMPAC has arisen, apparently related to the monitor setup, and led to a second help request.
ST1738539	The Technician was very polite and not at all patronizing that it was just a simple oversight by me. Hire more people like this! Thank you, Jennifer
ST1743087	As I mentioned in the phone conversations, I like the feedback system, it ensures that the client thinks the problem is solved. A caution here in that sometimes it's tough to appropriately handle a call when two vendors are involved. It is good to be aw
ST1743120	I submitted the ticket directly, so there was no consultant involved. You should add a "n/a" response option to some of these questions.
ST1744829	In my experience, most helpdesk people are completely unfamiliar with questions I call about and are unable to answer them quickly. I was very pleasantly surprised today that she (sorry, I didn't ask for her name) understood what I was asking, that she w
ST1745023	Prompt and efficient as always! Thanks Pam!
ST1747202	As always Pam resolved the issue very quickly. Thanks.
ST1747458	Let's see if it stays fixed. I do not like it when IT adds patchlink update agents or anything else without notifying me, as it does/may affect computer performance.
ST1748286	Thanks for a job well done.
ST1750505	Customer support was fine. However, I think it's absolutely ridiculous to have to submit a form to request a Keyword change for ADB when the screen supposedly gives you the option. I wasted 30 minutes trying to change the keyword myself since the system
ST1751014	Contractor did everything they could to help fix problem. When he couldn't resolve the problem, he gave me all the information he gathered so my IT person could take a look at it before I would have to take the drastic action of wiping my box. He was ve
ST1751454	Phil Jenkins was very knowledge and helpful in tending to this matter. Thank you.
ST1751872	Both the telephone technician and the desk technician were very helpful and concerned about my problem, kudoes to both of them. Thank you
ST1074016	Thanks Doug for your help

ST1318510	Please keep up the great work!
ST1324146	Spoke with Dan Sheehan (?) on the phone. Very smart, courteous and patient.
ST1328413	Thanks for your support!
ST1329676	Very courteous - Thank you!
ST1331921	I was pleasantly please with the quick response and turn around time to upgrade my PC and restore my desktop. Karen Botts should be commended for you efforts.
ST1335073	We got disconnected in the middle of the conversation but the problem was resolved promptly. Please convey my apologies and thanks to the Rep. (David)
ST1336525	Thank you all very much for the curteous service and communications during this request. I appreciate your patients and understanding for the numerous delays that we presented for this request.
ST1342681	Justin does a great job.
ST1344206	It seems as if there was a momentary network slowdown. The problem resolved itself.
ST1345216	Great customer service!
ST1346547	with the quicjk resolve of changing the driver we were able to isolate a pritning problem that took serval days to resolve. Users are happy campers now
ST1346640	I learned so much today and I am so grateful to Brian.
ST1346960	Between BOSBE group and VPS Printing group my rear got saved even though it tooks all about four hrs to figure it out. Even the CIT folks in 10 CRC helped isolate the problem in a timely matter.
ST1349499	Ike was very knowledgable and courteous--helped me a GREAT deal. My compliments to him and your staff. Thank you very much!
ST1352098	This survey didn't take into account that I fixed the problem myself and told the helpdesk to cancel the ticket.
ST1352113	The technician was very helpful.
ST1352219	IKE WAS COURTEOUS AND PATIENT IN HELPING ME FIND CRITICAL DOCUMENTS WITH IMPORTANT CONTRACTING DEADLINES. VERY HIGH QUALITY SERVICE. DCR

ST1359097	Not sure I understand your msg about waiting for a fax. From whom? Me? I have worked it out.
ST1363984	thanks for the support. keep up the good work!
ST1368328	Great job. He knew exactly the problem and fixed it immediatley.
ST1372145	Thank you again for all your patience and assistance.
ST1372154	Thank you for helping me.
ST1376765	I received a response on the second day of my first e-mail and after I re-sent my request. But once I received a assistance, the service was very good.
ST1377146	It was great to get someone on the telephone right away, instead of having to wait for a call back.
ST1380432	The response to the problem was very timely. Excellent customer service. Thank you.
ST1386592	Thank you!
ST1392782	Wonderful job! thx.
ST1393690	I recieved quick and accurate assistance. Thanks
ST1395888	Always make sure when anyone from my office calls in a request, that we are contacted no more than an hour later. We can not afford to be down more than half a day, especially the Imaging Group. Thank you
ST1399830	Mike was outstanding, just like the rest of the Helpdesk, it business au usual
ST1399833	I always get excellent help. Thanks so much.
ST1404026	Very help indeed, I am pleased that I could get into the secure email to change the password and could not without the excellent help.
ST1404474	Thank you.
ST1407183	Great tech, courteous and helpful keep up the good work
ST1407762	none

ST1409481	Pam was very prompt with this request. Thank You.
ST1426609	She was the best in doing her job. Hope you keep her around.
ST1432698	Mike helped me expedite the Telephone Service Request. Exemplary work. His knowledge helped save time and energy. Thank you.
ST1432770	Trish Souder was excellent!!!! I wish all my requests here at NIH were handled in such a courteous and quick fashion. THANKS TRISH!
ST1434968	Great job!
ST1435617	As always I received very timely and PROFESSIONAL support. The problem was solved right on the spot.
ST1437490	the person who solved my problem was the epitome of patience, grace and professionalism -- i am most grateful.
ST1438491	Providing a timeframe whether it's a day and time or simply a day when the CIT-person will be to your computer/office etc. This will be very helpful to the service-requestor.
ST1442650	Andy Anderson was very helpful, patient and quickly helped me resolve my problem. I appreciated his efforts.
ST1442970	I see no way this request could in any way be improved. My compliments to you & the gentleman I spoke to on a job well done. Please pass this on to him: Well Done.
ST1456540	Support and guidance to resolve the problem was fantastic!! Thanks a million.....
ST1458744	Scott May was very helpful and patient in solving my problems. He has done a superb job in meeting my needs. Thanks!
ST1462217	He was efficient, polite, and helpfully let me know what was happening throughout. Superior performance.
ST1463922	Just continue using friendly, courteous people to serve!
ST1464454	The technician was able to solve the problem in a creative way....and also much faster than I thought. Nice Work!
ST1470537	Very helpful - thanks
ST1471294	Great response -- he patiently walked me through the possibilities. And then gave me advice about what to do when all else fails. Can't ask for anything more than that!!

ST1473939	Fabulous service from Thanh as usual.
ST1475261	The issue with the ISDN lines was not resolved today, but I understand why. The analog/voice line is up and running. This will be satisfactory for the Monday teleconference with Italy.
ST1476232	Yes, he was EXCELLENT. I was most pleased with his patience, time on the problem and professional manner. (Sanuk). I do hope that NIH/ CIT will work to get zone alarm compatibility since it is a good security feature for home computers. thx and have a go
ST1477165	? # 1 - Re: consultant(s) courteous - Didn't really deal w/. I sent an email request. ? # 3 - Timely: OUTSTANDING - It only took 10 minutes from the time I sent the email to problem resolution. I'm very happy that now I'll be able to start my work pr
ST1478005	The Help Desk representative was extremely helpful and fully answered my questions.
ST1482283	Problem was resolved within minutes of submission. Handled over the phone by a very patient, courteous and capable staff member
ST1486422	I received outstanding assistance with my e-mail problem
ST1487460	ECARES was down that day and was very erratic.
ST1490330	Ronda, thanks so much for your excellent service.
ST1490945	I am very please how quickly this was taken care of. Thank you.
ST1493468	The person helping did his best to find my lost material and the back up system seemed not to work as it was named and I had been typing on it for 2 1/2 hrs and I found that the back up is for every 10 mins. so much for the "back up system". I must say th
ST1498566	Was very knowledgeable of the problem at hand.
ST1503791	Torraine was fantastic. He responded immediately to my request. Thanks
ST1504377	*****
ST1504581	I appreciate the assistance over the phone to walk me through the on-line correction of this error.
ST1494626	The technician was very knowledgable and thorough.

ST1500389	I appreciated the professional support.
ST1505655	Thank you for the great and timely service
ST1505927	Jesse did a very good job at understanding tthe problem and knew exactly what to do to fix it.
ST1506087	Scott May was very helpful in getting my Pc cleaned up.
ST1513704	Patty Cleveland was exceptional in her knowlege and ability to walk me through the process and receive immediate results. Thanks Patty.
ST1519706	The gentlemen that handled my account did an very good job finding the problem and completing the task.
ST1520840	Thank you
ST1521349	Very courteous
ST1527355	I first phoned in at about 6:29am. The system put me on hold, and told me to wait for the next available technician. I waited with no answer until about 6:50am, and decided that either the network was completely down and everybody was tied up, or there
ST1529441	At first I couldn't send Email, then, the email was disapearing, then another problem came up where the tech (Scott May) had to completely remap my email and he did a great job. then another error happened . . . as he mentioned this PC is due [NEEDS] to b
ST1535097	Quick Turn around even on a non-dell PC. Great work!
ST1535451	Excellent service!!!
ST1537826	She did and outstanding job, thanks for having her in our work place.
ST1538090	Ray was very responsive and willing to help.
ST1547082	The person who helped me was very pleasant, patient and helpful. Thanks!
ST1547737	Thank you!!
ST1550131	Outstanding job...

ST1556122	Rod was extremely patient, checked out all options, and finally solved the problem. I couldn't ask for better service. Rahael then got on the line with good advice on how to back up my Outlook folders. Many thanks.
ST1563971	You all at ISG/STG are the best! This works beautifully and this will save time too. Thank you once again. -mg
ST1573803	Good job by Rahel.
ST1579853	The young male was very helpful and professional. I appreciate the outstanding service.
ST1581927	Your assistance was first rate, but I did not know this was a multiple technician support effort. Some indication that your action was complete, but further work needed to be accomplished would have helped and avoided some confusion. Thanks!
ST1584219	The help desk representative help me solve the problem during the initial call to report it. She was great and I appreciate her help.
ST1589599	Karen Botts worked cheerfully & tirelessly, trying different solutions until she found the cause of the printer failure; she is in the process of obtaining a new part to resolve the problem. Thanks!
ST1591782	The NBRSS Travel System has been very slow lately unlike it has been in previous months. I will wait and see if it continues to cause problems and then if it does call the Help Desk back. Thanks.
ST1599467	Gee was satisfied with the final results. Dr. Bansal handled the processing of the transfer of the phone for her convenience and I just directed the service person to her lab area.
ST1607641	No additional comments since the service I have received has always been excellent.
ST1610342	I have always received excellent help from all staff at CIT. This time I spoke with Brett & Paul, and both were great. Thanks!
ST1615899	The person who helped me was able to make sense of a confusing situation and, in the end, was able to put me in touch with the right people. I appreciate his help.
ST1616768	Rod Roberts was thorough, kind and considerate. He is a tremendous asset to your office. Thank you, thank you, thank you!!!
ST1617458	I very much appreciate the consultant's patience and good humor. Thanks.
ST1617706	This is a nice addition to the survey, as previous versions were very frustrating because one could not describe what actually transpired. This is much more satisfying. Thank you.
ST1618157	Thank you Pam for your continued OUTSTANDING support to Operator Services!!! Keep Up the Great Work!
ST1621451	Tony was very, very helpful.

ST1624113	Phil Jenkins is great!
ST1626054	DArla is fabulous!!
ST1628060	Did a great job.
ST1628825	Thanks.
ST1630616	The gentleman who assisted me was very friendly and helpful. Thanks!
ST1632149	Receiving support from someone with such a pleasant attitude is a joy!
ST1632598	My supervisor and I found it more than a little disturbing that the Exchange server that our entire office is on would be rebooted in the middle of the day without prior notification or warning.
ST1632898	Isn't this fun. I get to evaluate myself...
ST1634108	Thanks for the great quick service. It is really appreciated.
ST1636888	I was very impressed that I was called back with an answer within 11 minutes of sending my email asking a question.
ST1637019	Many thanks!
ST1637284	Keith Holloway is always very helpful
ST1639857	I'm quite pleased with the help I received.
ST1645530	As of Saturday night, I have switched home PCs and no longer use Parachute over the phone line. So, please close out that account. My new PC uses cable and VPN, and that is the only PC I use except for my Fernwood office PC.
ST1646681	This is an excellent support
ST1648100	<p>Agent was initially too eager to close this ticket. I sent a reply back asking the ticket remain open until voicemail was established and I could successfully get in.</p> <p>Ticket was re-opened and I received my passcode later in the afternoon. No further</p>

ST1652795	Very excellent help as usual. Thank you.
ST1654173	Excellent and timely service. Greatly appreciated!
ST1656173	I spoke with two technicians, both of whom were quite helpful. The problem appears resolved at present and I hope it doesn't recur. Thank you very much for the prompt service.
ST1660613	Dan was extraordinarily helpful. Rapid resolution of the problem and very courteous as he guided me through the steps. Please thank him for me!
ST1665340	I wish that NIH would inform us of changes to firewalls, computer work and other issues that may affect the end users (even NIDA IRMB didn't know of this change in policy). Thanks again to Phil (and Todd) for quickly understanding and resolving my problem.
ST1665728	Thanks
ST1668595	was the helper in India?
ST1670297	Very helpful, even with what turned into a more tricky problem to solve than first appeared.
ST1672045	The consultant emailed me later in the day to confirm that problem was resolved and the helpdesk would be available if further problems arise.
ST1672147	Carla was very helpful and stayed on the phone until the problem was resolved and made sure I was able to get into EHRP. Thank you Carla.
ST1674210	Brian was very professional and genuinely concerned.
ST1677529	Pam Davis is exceptional!
ST1677648	Thanks!!
ST1685013	I did this by email - did not talk to consultant.
ST1685645	Thanks again for your expertise.
ST1686003	Dell sent the Tech out (4) times with the wrong disk for the PC.
ST1686480	The young lady who assisted me with my problem was very courteous and patient as I was following her instructions and I greatly appreciated that.

ST1687139	NO
ST1688201	I submitted this request 3 times - I finally called and asked to please speak with someone - thank you -
ST1689135	MR. DIGGS DID AN AWESOME JOB BECAUSE I HAD A PROJECT DUE YESTERDAY.
ST1692727	Ed's support and service is always excellent
ST1694277	Thanks!
ST1696822	Jamie was the person who helped me on this. He was terrific. I have had only great help from the Help Desk. Thanks for your great service to the NIH.
ST1698595	none
ST1699368	The SERCH system is quite slow and the users manual isn't that friendly. Perhaps a little refinement is in order?
ST1704603	The support person Michael Klein was very courteous and kept me posted on the progress made on this ticket. Thanks for his help to resolve the issue.
ST1707287	The problem with "Ambiguous Recipient Name Error" is fixed. However, Now, all of my emails past 2:01 PM Thursday, 25 Aug 05 are missing; including old emails saved to my pst file. I need those old emails - from 8.04.05 until 8.26.05.
ST1707970	The tech was able to help me get a temporary password right away so I could go into EHRP to change my password and proceed to approve an action.
ST1709415	This was a test ticket
ST1713852	Great job Patty! thanks for all the hard work.
ST1714295	Thanks to the tech
ST1715683	I always get very helpful and knowledgeable assistance. Very grateful to you all, since I seem to have to call on you frequently.
ST1717659	Always so helpful
ST1718433	The installation was quick and effective.

ST1722258	Everything was taken care off without any problems or concerns
ST1722773	Please call and leave a voice message if you can not resolve the problem in the same day. thanks.
ST1723255	I think Tom is working his hardest to resolve this network problem I'm experiencing.
ST1725013	Very prompt and excellent help as usual.
ST1728182	Thank you
ST1728397	Operator inexperience is current problem. Thanks for getting me started.
ST1731521	This was the first time in months I've received a timely response to a problem. I have dialed the 401-4357 Help Desk number numerous times and had to hang up for immediate problems that could have been easily resolved. The NIH Help desk must be a differ
ST1735768	Thank you for your assistance.
ST1741551	Very responsive-as usual!
ST1742853	Thank you!
ST1748186	We always receive excellent customer service.
ST1751921	We really appreciate the quick turn around in completing this task in such short notice! Much appreciation to Ms. Pam Davis for her continued assistance to the Operator Services Team!!
ST1754411	Keith is always helpful and courteous!
ST1755796	Karen Botts was extremely helpful and courteous - thank you!
ST1552812	THIS IS A TEST SURVEY. DISREGARD.
ST1504582	very promp response from NIH Help desk. Problem resolved!!
ST1505433	Sean was patient and helpful. He understood my problem and waited for me to be sure I was clear on what I needed to do. I successfully changed my password and synched them! Thanx Sean.

ST1507481	Once Again - Great Support!
ST1510419	No, this service was perfect. Thanks!
ST1510589	I was happy to see that they contacted me even though it was after 5 pm.
ST1511104	I am very happy with CIT's support - professional, courteous and in general outstanding staff.
ST1521401	Quick and courteous! Thanks so much.
ST1528528	EJ did an amazing amount of work in tracking down the cause of my problem. I really appreciate his efforts. In particular, I appreciate his complete explanation in the resolution field. Great work!
ST1529011	I do not recall receiving a call from CIT asking me if they should contact the AO. I also did not have a subsequent telephone conversation with CIT personnel on the final fix. The generated e-mail was the final notification to me that the AO or timekeep
ST1529480	This is a reoccurring problem. When Tech support upgrades my machine it seems as if the destroy my link to ITAS. Is there a way of preventing this. The tech support guy on the phone says that it just happens sometime. It certainly slows one down. H
ST1530645	She was very nice and her answer was helpful.
ST1531385	Yes I wonder if we will be able to correct profiles and/or statements of appointment/termination notices entry if there are errors. Must we contact the Help Desk for each correction, or can we correct ourselves.
ST1533752	Many thanks.
ST1536051	Thanks to Jesse for resolving my Blackberry Issues. I attend allot of meetings and My blackberry is very important to me to keep on schedule for customer contacts. Thanks again Joe
ST1536955	Great and fast help over the phone- thanks!
ST1542213	CIT has been supportive with its professional staff. I'm very satisfied.
ST1545284	My IT problem was resolved within minutes of my submitting an e-mail request to the HelpDesk. It is exceptionally satisfying to receive help within minutes so that I can get back to more productive tasks.
ST1547990	It's usually easier for folks to reach me via email, since I'm in so many meetings.
ST1549736	Everyone should be as curteous as she was and as effective in solving problems

ST1551551	The one question you didn't ask was "did the support person make you feel stupid asking your question?" The answer was NO! This was a quick resolution to an irritating problem and he handled it effectively on the phone. THANK YOU!
ST1553307	Thank you very much!!!
ST1553617	Staci provided excellent fast service!
ST1554079	Joe Gannon, with whom I spoke, was terrific.
ST1554242	I have delt with Mr. Danner on several occassions. He has always gave me excellent service and I dont know what your organization would do without him. Thanks again.
ST1556112	Anita M. helped me with my request. Her responses were excellent, a big help.
ST1556747	Pam does an excellent job. Please staff with more like her!
ST1559443	Scott is the best, I am so glad he is part of your group.
ST1561751	Yes, i am glad we have someone like Ms. Vila on our team she always take care of my issues thanks for her.
ST1563526	The problem was resolved, however, I think it might have been more customer service friendly had the person fixing the problem or someone from the Help Desk contacted me to confirm that the problem was resolved rather than my finding out the problem was r
ST1565442	Thank you.
ST1566071	No additional comments. Excellent service, thanks.
ST1566190	I am consistently impressed with the knowledge and level of customer service from the CIT help desk reps.
ST1566526	N/A
ST1569418	The only comment I have is, I'm still waiting for someone, to check on my computer to see why I am unable to print to the Xerox color copier.
ST1573389	Pam RULES!
ST1576018	The service provide was absolutely excellent, fabulous -- and just sooo wonderful. The problem was corrected immediately. The person that handled the job (can't remember his name but he did tell me) should get a nice raise, trip to the Caribbean :!!!!, or

ST1577727	Thanks to the help desk for assisting me with this delpro request. Barbara Guest
ST1578706	I was little confused at first but, later things went okay. I'm wondering if your techs can access my computer at the same time and show certain areas where I got lost or didn't see what he was referring too?
ST1579112	Thanks for your time and help. Apologies for the delay in filling out the survey.
ST1580454	All went smoothly and error free. Thanks!
ST1582306	Thanks Trish.
ST1584572	I want to acknowledge the following professionals for their professional ability, dedication, and courtesy regarding this and other recent tickets: Rob Loughlin, Gary Brown, Randy Lakin, John Warner, Sunny Patel.
ST1588666	I always get excellent service from the professional staff there. Thank you.
ST1590214	thanks for staying on the line to assure rebooting worked.
ST1590341	The consultant who helped me was extremely courteous and helpful. She's also very patient.
ST1590654	stop using Remedy. The interface is slow, hard to use, and doesn't work with either Macs or Unix. As LAN tech support, I have to interface with a screen that frankly has too many options, many of which are obscured under drop down menus. Althoug
ST1595070	Keep up the good work
ST1595920	Michale Moore is an excellent worker, and very efficient. Thanks
ST1596479	Thank you.
ST1602946	I don't know of anyone who knows of this useful feature!
ST1603814	Very conscientious... great service!!
ST1603910	Thank you for the quick response!

ST1604066	The response was extremely fast -- and the techs fixed the problem, and over the phone. It would be hard to ask for much more: A+
ST1607050	Thank You.
ST1608276	Really great job!
ST1612335	I was having a problem changing my password. The lady was very courteous and she walked me through the process and I had no problem changing my password after talking to her. Excellent Customer Service.
ST1613156	Technician was very helpful, called back to verify problem was fixed.
ST1618176	This was excellent service by a competent person who answered all questions and did a great job!!! Thanks, Dan Young
ST1626191	Carla Fox was quick to understand the problem and to respond. I called her at 4:10pm with a problem that had to be resolved that day.
ST1629525	N/A
ST1630985	Thank you for having the "answer" on how to "change my ADB" password. The Help-Desk is extremely important for all employees' upcoming questions/challenges.
ST1633247	I think that you need to have more than one helpdesk engineer who understands Macs and OS X.
ST1633950	The high standard of service is continuous! I am grateful for the timely, courteous and accurate assistance I receive.
ST1644232	m
ST1648133	Seemed to take a long time to get an 'answer.' Thanks anyway.
ST1648887	Mr Jason Woo is always very efficient. Excellent help. Thank you
ST1649572	First Helper was patient but didn't understand the problem. Second helper was excellent, but the total time required to delete 2 accounts in Titan was 45 minutes. This does seem a bit excessive.
ST1651925	Scott was, as usual, totally responsive and willing to this right away. I appreciate his service!
ST1654430	I ran into this problem on a Saturday, and was more pleased than you could imagine to find someone from the Help Desk on duty over the weekend. The technician with whom I worked was just fantastic....he could not have been more helpful. My problem was not

ST1655374	Josephina Vila did an excellent job. Thanks
ST1658179	Chris is exceptional and efficient., always!
ST1659371	Excellent help as usual. Thank you.
ST1659687	There is a typo, "you", not "your" in your question 4!
ST1660206	They not only solved the problems, but also explained clearly what the problems were to us patiently. They are wonderful. Thanks, Jason!!!
ST1662564	Darrel, thank you for calling me so quick and taking time out of your busy day to walk me through the website my.nih.gov.
ST1663404	Thanks for the great job.
ST1667501	We are lucky to work wih Karen. She is really an expert.
ST1668233	thanks
ST1671243	Thank you for such a quick response. The information answered our concerns. Thank you.
ST1675079	Very friendly and wonderful. Thank you so much!
ST1680268	Joe Gannon is a consummate professional and has again rendered outstading service. He deserves the high commendation and recogintion for his performance.
ST1681937	Every time I get the opportunity to work with Pam Davis, it's always an exceptional experience. And this was no less. Pam jumped in and resolved my problems in short order and did so with excellent customer service skills. She's a gem.
ST1683671	The Helpdesk Personell was GREAT! and professional, courteous, and helpful. John
ST1686892	#4 question has a typo ("your" should be "you")
ST1688932	Actually he was great, especially since I was thinking so slow. Also, he was very patient.
ST1690449	The only problem is that I was not informed I would lose all of my contacts and calendar information during this process! The helpdesk staff should have known this process would do this to me and should have informed me to back everything up first. I am

ST1693800	Keep Brian happy
ST1696468	My support person, Keith Holloway, is knowledgeable, prompt, and thorough in handling any requests I make. I feel very fortunate to have him as our computer support person.
ST1699037	I very much appreciated Fernando Falcon's persistence in solving this problem. Thanks for the excellent effort.
ST1700108	The service rep escalated the issue to a manager who resolved the issue effectively and quickly.
ST1701506	Sorry for confusion. Everything is O.K.
ST1701865	Cynthia Blake was wonderful. She was courteous and helpful--one of the nicest persons I've dealt with here at NIH in the two years I've been here.
ST1711240	Morgan went above and beyond the call of duty to assist me. I am extremely grateful. I know there are times when we do not answer these questionnaires, but this time I had to respond, because Morgan saved the day. Thanks a lot. Lesley Wathen
ST1711417	This was an immediate need, where a file I had worked on ended up being saved in a temporary, initially hidden location. The tech was very patient and resourceful ... and we successfully retrieved my file! Thanks --
ST1711856	As a new member of the CIT team, I hope I can operate by the standards demonstrated. -Elliott Ware (DNST/Video)
ST1712716	As always - Pam Davis' service was outstanding. Deserving of award, or whatever can be done to reward the outstanding services of a contractor.
ST1714009	Rich Welty continues to provide outstanding tech support for the Macintosh. We couldn't function without him!
ST1716026	The only possible glitch in the process was that I received calls from two (rather than one) technicians to ask whether the matter was resolved. I can hardly complain of too much excellent service, however!
ST1716156	I always received very good customer service. Mr. Williams always responds very quickly. When I call I couldn't ask for anything more.
ST1720582	Derek was very accommodating on the time for the update and took the extra effort to insure that nothing would break because of the update.
ST1721344	Fantastic service!
ST1723128	*****
ST1725011	Thank you *very* much. Everyone involved was very thorough and helpful, and they quickly found the solution for an obscure technical problem. Outstanding service. Thank you.

ST1726192	Once again, Pam you're terrific!
ST1727956	This was one of the smoothest telephone transfers yet. Constant communication with CIT via e-mail to coordinate the schedule made it work very smoothly. Thanks!!!
ST1730029	Fernando was a big help and he followed up, which was great!
ST1731174	CIT Help Desk is exceptionally outstanding...Your customer services continues to go above and beyond...Great Teamwork...
ST1731511	I do not know if this problem was resolved as yet - it was for my boss - thankyou
ST1733464	Paul Graves went above and beyond the call of duty to make sure my computer problems are solved
ST1735232	very patient
ST1739141	The consultant, Ms. Cathy Poole, was exceptionally knowledgeable and directed me through steps to correct my ITAS problem. Ms. Poole provided me with solutions and guidance on following through with the corrective steps to solve my software problem. Exce
ST1741502	EJ did a tremendous job on a very tight schedule. He exceeded all of my expectations! Fantastic job. Thanks!
ST1746550	The problem was resolved timely and efficiently.
ST1746619	I have to say I am very impressed at the efficiency and ability of Andrew Yi. He was very nice and solved the problem in lightning speed. He's a very good diagnostician. Thanks!
ST1747863	Thank you.
ST1750518	Keep up the good job.
ST1753903	Sorry forget his name, he was very professional and knowledgable on my problem. Well done
ST1754606	very good fixup
ST1755615	I had my problem solved in under 3 minutes. She knew exactly what I meant and what needed to be done even when I didn't. Thanks.
ST1320041	Great support; thanks.

ST1321657	we are lucky to work with Karen Botts, real professional and always appreciate her great help
ST1322544	When you do a phone ticket....please send the name of the consultant that is handling the matter on the original email. Also the explanaton instead of TSR is better.
ST1324805	Pam did a fine job. :-)
ST1328576	He did a great job! Thanks.
ST1329563	Karen's help is always exellent
ST1330522	I appreciated the prompt reply. Michael did an excellent job, as did other staff, in resolving my IT needs. Thank you.
ST1332187	Cit folks are a pleasure to work with always. When the chips are down they are ever so helpful
ST1335379	After some confusion on getting this job completed, I really appreciate Beth's assistance in getting to the bottom of problem and getting the tech out when I was on site.
ST1336291	AS ALWAYS I RECEIVED VERY EXCELLENT HELP.
ST1339055	You have the best people!!!!
ST1340635	Great Job Pam ...thanks again!
ST1341741	I think it is wonderful that the support staff are so well trained that they do not burst into laughter with some of the stupid problems that people like me call about. Thnak you for your kindness.
ST1342422	CIT was wonderful however I have a problem with forms not downloading easily on my Mac. Don't care for the difficulty in getting forms these days.
ST1348207	Mike did very good work and helped solve my problem.
ST1348289	Pam is always quick to solve my issues. She is Great!!!!
ST1348397	Karen Botts is a very wonderful tech!
ST1348954	Thanks!
ST1351977	effortless

ST1357383	Michelle Turner was very helpful while trying to work out request while still being under pressure for work being done on the Clinical Center job.
ST1357640	Stop creating tickets for simple yes or no answers especially when there is a system down NIH wide and a tech just wants confirmation.
ST1357673	Everyone has been very helpful with all the issues regarding our move. Thanks
ST1366027	Quick response.
ST1367100	I am very pleased that I did not miss any calls that went to my previous #. I find 5 rings when calling my number is long could it be changed to 3 rings instead? Thank you very much
ST1378685	Thank you for your help. Merry Christmas!
ST1380052	thank you for your patience.
ST1383024	maybe the server problem can have a band-aid solution to apply during the interim when server is down? I was without email much of the day-
ST1383406	THANK YOU.
ST1385350	Re-do the outgoing message on the answering machine at 496-4357 to take out the pause between "the NIH Help Desk" and "Please listen to ..." so people don't think they're already talking to a live person as I did the first time I heard this.
ST1389334	Ron is great!
ST1392218	I received prompt, helpful and courteous assistance that immediately solved my problem. Thanks.
ST1392508	Great job. Thanks
ST1395229	I'm very satisfied that until I decided what the real problem was, you all didn't have a clue. Sometimes I have too much work for me, and I need to farm these issues out to people who know them better - you.
ST1397180	Yes the person whom helped me was great. She took her time and really made sure I was able to instal VPN on my home computer. I thank her so much.
ST1401521	The Helpdesk service rep was extremely helpful and responsive. I truly appreciated the timliness. The technician came over right away and corrected the problem. Many thanks!
ST1401837	Excellent response time and content!

ST1402127	Brian was OUTSTANDING
ST1403561	Thank you very much for being available.
ST1404452	I enjoy working with Parrr Cleveland. Her response to help tickets and requests to help the users has been very helpful and has help me get my tasks done in a prompt manner
ST1406329	Gentlemen was very knowledgeable
ST1406434	Outstanding service
ST1418582	Excellent service...Dan Gaines was prompt and extended exceptional professional courtesy
ST1420797	Phil was Great!!! I'm not very computer savy, but he made the move of my email to VPN quick, easy, and not at all painful. You've got a great guy there. I hope all of your people are as good!! Cheers, Adrienne Kitts
ST1425095	This ticket was handled in the most efficient way possible, timewise, grasp of problem and immediate solution! For future help I would emphasize the importance of immediate responding. I really appreciate it!
ST1425278	Here are the instructions as I understand them from a very nice gentleman named Ray Danner in CIT. To grant RACF access: Go to http://silk.nih.gov/
ST1428257	Very nice person on the other end of the phone (Lakessa, I think)!
ST1429159	Great response - thanks.
ST1431823	I always get good service
ST1444426	Thanks
ST1451999	AS ALWAYS GREAT AND VERY PROMPT SERVICE. THANKS FOR YOUR SUPPORT
ST1452931	As usual, I received superb customer service....Gordon is extremely knowledgeable, helpful, and efficient. We are truly lucky to have him assist us in our office!
ST1453275	Justin White did an excellent job tracking down this problem, finding a solution, and then helping me follow the steps to fix it. He showed a great deal of initiative in making sure that the problem was actually resolved. Excellent work!
ST1457783	The person I spoke with was very helpful and solved the problem.

ST1461049	Excellent service as always from Than.
ST1466857	Philip did a great job.
ST1471896	I believe this is the second time that after I have reset my password, that the new one worked for a few weeks, then neither the new one nor the old one did. Is this an EHRP issue? thanks!
ST1473355	
ST1474140	Just wanted to say that Jeff Wilkerson was remarkably helpful and knowledgeable, and service was very quick for this request. It isn't always this way, so it's much appreciated today -- thanks!
ST1477773	Although you were able to help me resolve the issue fairly quickly, I'd say that the response time could still use a little speeding up. I wrote my email on Monday at 2 p.m., and it wasn't fixed till Wednesday. While that's pretty good, it could still be
ST1484087	thank you
ST1489570	Very well done. Thank you.
ST1490424	Thanks and keep up the GREAT work:-)
ST1490560	The consultant was not able to get to the relevant web page to describe specifically what to do there, so offered another solution. After hanging up the phone, I tried that solution, but it only partially worked. However, It was sufficient to give me an
ST1491465	everything has been great so far, extremely efficient people~!
ST1500831	Keep up the good work
ST1504651	Received the usual fast, courteous service.
ST1507437	Keep Up The Great Support!
ST1509364	The person who helped me was very pleasant and helpful. Keep up the good work!
ST1511423	The high level of assistance I have received EVERY time I have contacted the helpdesk is greatly appreciated, especially considering the constant state of change we are going through with new systems, etc. Thanks all!
ST1512400	Joseph Walker and Kelbert Rollins were both extremely courteous and worked diligently to help resolve my being able to gain direct access to my workstation that evening -- which I was then immediately able to do.

ST1517756	Just testing the survey - need to know if the Submit button works on Macs.
ST1521493	Scott May and Pam Davis provided wonderful customer service.
ST1522274	The person was courteous, patient and extremely helpful. My problem was resolved in record time.
ST1532983	thanks, good service!
ST1534271	Outstanding!!!
ST1537551	Thanks.
ST1537909	Thank you, is my only comment.
ST1538279	The Customer Service Rep was extremely pleasant and helpful-----I do not remember her name.
ST1538509	Thanks a lot to Ron
ST1539763	Stephanie Clark is absolutely wonderful! Always so helpful and patient! She's a keeper!!!! Janie
ST1545132	Thank You very much.....R.M.W.
ST1545494	Quaye completed this task expeditiously!!
ST1547087	I received excellent service in a timely manner. Thanks
ST1548341	Just keep up the good work,thanks!
ST1549221	GREAT RAPID SERVICE as Usual!
ST1550097	I have only/always experienced timely and quality service with everyone with whom I've dealt in CIT. Thanks for the superior service!
ST1553114	The URL that the CIT person gave me over the phone was https://itas.nih.gov and that worked. The URL shown on the previous page of this report had http without the "s". Which is really correct?
ST1553246	The Help Desk was very helpful and pleasant on the phone.

ST1554204	I have always felt that Richard Moon and Bill Nguyen have been exceptionally helpful. The person I spoke with just now was great as well.
ST1557390	Was very thankful for the solution to the problem given by the technician. Nice phone personality also.
ST1557653	Quick, courteous, efficient service. Thank you
ST1558567	Jossy was great. I had almost no down-time from a crashed hard drive and was able to recover all my needed data.
ST1560019	Very quick service. Thanks.
ST1562102	Mr. Boris Johnson was extremely helpful and my problem was resolved very quickly. Thank you very much.
ST1569180	K/Cathy was very patient.
ST1571631	Service was excellent! Keep up the good work!
ST1574989	Thanks!
ST1578826	The Help Desk Staff members have been helpful, courteous, and timely in the resolution of requests submitted. Thank you.
ST1580271	Job well done, walked me through the process. Thanks
ST1580633	I think I already submitted a survey for this request. For tickets submitted in my name, I really need the users name who had the problem. Otherwise, I can't keep track of who the ticket is actually for. Thank you!
ST1585544	Scott May was extremely responsive to my last minute request. I realized that I would need this PC to work over the weekend and he completed the job so that I could. I appreciate his willingness to do this! Very nice, Very courteous, and Very responsiv
ST1586686	Help Desk personnel were very helpful and courteous.
ST1589089	Keep up the good work!
ST1592761	You and your associate always do an excelent job
ST1595337	Maybe the first thing she should have asked is whether I had the caps on. (I felt so stupid after all the time we spent trying to get to the problem.)

ST1598617	No comments at this time.
ST1599370	I appreciate you taking your time to help me resolve my issue, as always!
ST1600167	hi m
ST1602194	Bill Nguyen and Richard Moon are excellent!!!
ST1602551	Pam is a Goddess on 2 feet!
ST1604287	no comment.
ST1605319	Excellent support/service. Thank you.
ST1607147	I really believe there needs to be a way to have a Universal password that works with all the systems available at NIH, from DELPRO to the NBS to EHRP.
ST1611044	Excellent!
ST1614634	Karen is outstanding professional.
ST1618350	Thank you so much for taking care of this. The office is so peaceful now.
ST1618515	Maybe for computer illiterates like me, your recording should say "have you tried re-booting to solve the problem?"
ST1618622	Incorrect computer setup from 3rd floor impacted my LAN printer. No way for TASC to know.
ST1622309	Even though I had to hang up, the tech followed up with an email promptly. Thank you again.
ST1625072	The consultant took the time to walk me through the steps to reactivate my mail rules. He did not rush through the explanation/steps and ensured I was following along with him.
ST1625137	Todd was very helpful!
ST1636027	The young lady I spoke with on the phone this morning was very pleasant and helpful.

ST1636872	Technician provided helpful email instructions and contact info so I was able to contact him with additional questions which he answered. Extremely helpful interaction in which I learned additional useful features of my calendar.
ST1638331	Personal 'Thank you' to Angella.
ST1640924	The problem was solved very quickly! Thanks!!
ST1641278	Keep up the EXCELLENT work!!
ST1645494	Keep doing what you're doing!
ST1645906	he told me what to do and who to send the spam to
ST1648564	Your response and courteous service are very good. Cannot think of any improvements needed at this time.
ST1653093	The service was the quickest and most courteous interaction I have ever received from the NIH Help Desk.
ST1653547	Mark Rafferty provided excellent service in a timely manner. My thanks to all of you for having such a wonderful support staff.
ST1658324	CSP was very courteous and made me feel that she was happy to assist in any way regarding the instant problem and any which may occur in the future.
ST1661007	Ticket submitted by consultant
ST1665634	Pam was very helpful, as always. I'm a little surprised that the Blackberry software wasn't installed initially as a part of rebuilding my computer.
ST1668760	Thanks for putting up with my impatience and ignorance about distribution lists. With the new SMTP lockdown policy, this new mailbox will enable by application to proceed as usual with confirmation messages. Thanks again
ST1670011	Thank you very much. The cause of the problem has been determined to be outside of the NIH system
ST1671752	Thanks
ST1671974	Thanks Sean
ST1675453	Problem has recurred.

ST1678960	I receive wonderful help from Keith Holloway
ST1679257	I am very thankful to Randy Frencini. He works fast,effectively, and he is very polite.
ST1681243	jas
ST1681748	She is patient and courteous - excellent service
ST1681820	The consultant who helped me was great. However, the person who answered the phone promised to get right back to me with someone who could help. I explained that I was waiting and she agreed to get right back to me. Two hours later, I called again and
ST1691456	Very professional and efficient in helping me accomplish the archiving of old sent messages! Thanks,
ST1691659	I wasn't aware I could change my ADB password through silk.nih.gov Hope I can remember this for the future, thanks!
ST1700952	feedback took longer than resolving the issue, but
ST1703494	Joe was extremely patient, knowledgeable, and helpful! Thank you.
ST1706529	Barbara DeVeaux displayed excellent customer service, very pleasant and courteous.
ST1711985	Thank you for your help! :-) DAJames
ST1715204	No.
ST1718438	Excellent service!
ST1719719	Carla was helpful, kind and patient. Her assistance was superb. She is a wonderful employee.
ST1723625	both young men were very pleasant and totally understood how important the issue was to me.
ST1724735	Thank you very much!

ST1732321	I appreciate the manner in which the consultant walked me through the configuration with patience.
ST1740901	None
ST1741245	Steve Santoni is absolutely fabulous! His follow up calls, patience with me, and skill in resolving the issue are to be commended! He really is wonderful. Thanks Steve!
ST1741395	Thank you Shaquita.
ST1748673	Very helpful in solving my email issue.
ST1752928	Pam does a great job...friendly, courteous and knowledgeable.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1753368	Dan was very patient and helpful regarding my question on perimeter access. I appreciate his assistance.
ST1754670	If this solves the problem, I'll be a happy customer. This is a repeat problem from yesterday which we thought was solved then.
ST1320127	When there is an outage of the NBS Travel System, a note should be sent out immediately to all users of the system indicating that there is an outage and what the expected time to fix the problem might be. Thanks.
ST1320521	Great job! The CRC Maintenance team thanks you for getting us up and running.
ST1325644	Could not click on service ticket number for more details on this survey page.
ST1325705	Very excellent and courteous staff.
ST1329492	It appears that 2 people replied immediately to my customer survey comments. That's plenty of customer service!
ST1329514	Carla was very professional and courteous. Thank you. Carol Jabir
ST1332294	Stacian Williams was extremely helpful and patient!
ST1333235	CIT is resolving the problem with the files showing that I needed the review course, when in fact I had taken the review course 8-3-04. Thanks Roland

ST1337104	As I said, I am very satisfied with the person who assisted me to resolve this problem. He was kind and efficient.
ST1341876	Hello, I assume these CIT independent study courses have books available. Where is the library that contains them? Thanks for any info. - MP
ST1343603	I felt my question was resolved in a timely manner and that the consultant was well informed and courteous.
ST1345463	was very satisfied with the service
ST1345999	I very much appreciate the quick service I received from the representative -- she was very helpful in walking me through to make the changes.
ST1349083	The response time was extremely fast. My hat is off to your staff!
ST1354865	I had some trouble understanding the last person I was passed on to but he eventually got his message across.
ST1361158	Thank you.
ST1364423	Thought thru the problem and gave me the additional information needed for the total solution - THANKS
ST1367429	Very satisfactory encounter with the Help Desk. Many thanks.
ST1374333	The request to add me to the HPOC list was completed, however my name does not appear on the list in the NBS - Gelco under HPOC. Will this be updated shortly?
ST1374341	Randy was excellent.
ST1379592	The help exceeded my expectations. Many Thanks!
ST1385964	Felice Harper did an outstanding professional job on this event for us. This included coordination, practice runs to ensure success and then active monitoring during the meeting itself. Thank you.
ST1399271	Excellent Job...
ST1401944	The young lady I spoke to was excellent!! Thank you again for all of your help!!:)
ST1402666	I was very pleased with the support I received. I think the person's name is Stephanie Clark. She was very patient, and responded to my every need - and made me feel very comfortable - thank you so very much.
ST1403101	Always very helpful when needed

ST1405702	Extremely quick turnaround on my problem! Thanks much!
ST1408731	My experiences with the helpdesk continue to be a very positive one. Thank you and keep up the good work.
ST1409733	The CIT Helpdesk didn't know that the 6.0 version could be downloaded from a website. OD OIT did know and added with the process.
ST1410463	Ron P is always a pleasure to work with
ST1413176	Thank you for your help and support.
ST1417805	My only comment is that customer service and assistance I received was superlative in all respects.
ST1419146	Kudos to John. He made my early morning headache -- go away quickly, nicely, and effectively. When it is time to give him a raise -- make it HUGE. Kudos to the team -- and thanks again for the fantastic service.
ST1422300	Keep up the good work.
ST1424476	Continue to provide Excellent service as provided by Ms. Cox!!! Thank you.
ST1433711	Doing well
ST1434297	Thanks. TJ
ST1434578	This is about VideoCast. We got the broadcast back, but the slide quality is awful. Thanks loads.
ST1442894	the young lady who helped me was professional, courteous, informed, and possessed a kind mannerism.
ST1454913	I am unable to get to the ATV site. Any suggestions?
ST1456189	Pam did a great job.
ST1462067	excellent response time and completion
ST1462940	PAm provides great support

ST1463768	The consultant was extremely helpful and courteous and talked me through the necessary processes to correct my problem. Excellent customer service!!!
ST1466113	Thanks
ST1467367	Excellent response and help was given to my urgent response. Thanks!
ST1468785	No suggestions - excellent service
ST1479889	The technician was extremely courteous and was able to resolve the problem expeditiously. Thank you.
ST1481629	Phil Davis was most helpful. He stayed with the problem until he solved it.
ST1482878	Great Job and thanks.
ST1486226	Thanks for your patience!
ST1488293	Not sure I like that link was unsecure.
ST1492680	I didn't know that "Set as Default Printer" did not show up if it was already set as the default printer, since it printed to a different printer. Rebooting helped. Thank you.
ST1494040	I continue to receive excellent assistance from the NIH Help Desk and would rate this organization as one of the best at NIH.
ST1496497	I wanted to especially thank Dan for his help with this. He was patient and helpful on this problem that involved communicating with several networked computers.
ST1497013	no additional comments
ST1498270	the web link in the email address was broken in half: http://ithelpdesk.nih.gov/emailNotifications/closureNotification.asp?ticketid=ST1498270
ST1498647	none
ST1504190	thanks for all the help guys..... good job.:)
ST1504243	technician walked me through the process, she was pleasant and helpful. Issue was resolved quickly

ST1506529	quick service -- even though I had checked all connections, etc., I had NOT gotten around to rebooting PC! Thanks to Scott for a quick simple fix.
ST1508881	The Helpdesk technician called and answered my question in less than 5 minutes! That was terrific! Thanks!
ST1510809	The CIT consultant was extremely friendly and helpful. The service was very much appreciated.
ST1512132	Scott May was very prompt and friendly and successfully solved the problem
ST1514487	You guys are great! Thanks, Leonardo
ST1517783	I worked with Carla to resolve this problem and she couldn't have been more helpful and patient with me. Thanks again to her.
ST1521079	Thank you for service!
ST1523015	Terrific support, thank you!
ST1533938	Everyone was very helpful.
ST1535232	Did a great job! very pleased.
ST1537787	He provided timely help that did the trick -- and went beyond what was expected. Very nice of him.
ST1539945	the comment i have is that i was changing my password in titan...the box asked for userid which i entered....after speaking with the technician, i was told that the system showed my password as having my account attached also...i asked if the box asking f
ST1543648	None
ST1545311	Thank you for the quick response and good work
ST1545982	request was handled in a timely manner. Thanks
ST1553177	Thank you!
ST1554083	I get very excellent help as always.

ST1554735	Quick and effective response
ST1558342	As long as Joe Gannon is affiliated with CIT, I know I will never have a Mac question/problem that will remain unsolved. He is the most knowledgeable and understanding CIT customer service expert I have encountered in my 17 years at NIH!
ST1559052	Stphanie with the DW team was Very helpful, but a message should have been sent out to all DW users stating that the ICAWEB plugin had been updated in the first place. Thanks.
ST1559622	Laura Mulieri always gives me excellent support when resolving license issues with NIH software for NIEHS.
ST1559745	The help I received was first rate.
ST1564431	The password requirements are too difficult, causing one to have to simply write it and paste it on the computer--clearly contraindicated!!!dena yver
ST1565390	Very fast and accurate service. Fixed my problem. Thank you.
ST1571835	A+
ST1573398	Although the IT person was not able to fully delete my problem, he did point me in the right direction, I took that direction and the problem went away. Thanks
ST1576425	many thanks to Jossy, she delayed her lunch to help me out with getting the projector up and running for a meeting.
ST1577152	Testing for Shawn.
ST1577784	The individual was extremely helpful and should be commended. Paul J. Duska, Contracting Officer, NICHD
ST1584759	Thank you so much!
ST1586499	Scott did an excellent job.
ST1594471	The consultant was very polite and generous. He walk me throught each step with patience and gave me specific instruction to my understanding.
ST1596982	Pam has always been superb anytime I've needed help at the Help Desk.
ST1597228	Daniel is the best. He really knows what he is doing and always has a smile!

ST1601158	Thank-you.
ST1608990	Ron Parrish and Allen Duong are excellent
ST1610193	No one called me back after my first call placed 6/10 after 5PM. When I call the second time on 6/14 my call was promptly returned.
ST1621885	Thanks for help
ST1623399	Thanks!
ST1623718	The person at the help desk, was very helpful. Thank you very much.
ST1625305	Very quick response. thanks.
ST1627684	thanks so much!
ST1630680	Everyone should be as good as Roger Litow. He is pleasant, listens, efficient and responsive in a timely fashion. BRAVO!
ST1632453	Customer service by this employee was excellent!
ST1632677	Hope to give us suggestions frequently.
ST1632680	Brian was extremely patient and calm. I was very upset when I first called him because I was so frustrated thinging that I had deleted all entries on the calendar and he was a tremendous help. Thank you Brian.
ST1633296	Now I only have to wait for the TSR to get handled.
ST1634696	The Help Desk is outstanding. Once again my problem was solved with skill, professionalism and exceptional customer service. Thank you.
ST1636825	Just a small issue, the person who contacted me talked a little to fast on the phone and was difficult to understand. IF he slowed down, that would be helpful.
ST1637579	Excellent, rapid response. Thanks to Jeff.
ST1640921	I cannot speak too highly of the service given by Joe Gannon...and many of my colleagues feel the same way.He gives clear instructions, is patient, and overall does a first rate job.
ST1641184	Cusustomer service was superb s usual. I have already begun to utilize this service. Thanks to Pam for another excellent completion.

ST1641326	Very good service as usual.
ST1646651	I am grateful for the support
ST1648366	THE PROBLEM WAS TAKEN CARE VERY QUICKLY - THANK YOU
ST1648691	great service, thanks
ST1650794	Extremely fast response - thanks
ST1651721	Morgan Glines did a great job!
ST1652187	As always, my CSP, Chris Browder did an excellent job in addressing my problems and correcting them in a timely manner
ST1653418	Thank You and Thank You All Again!
ST1655040	I am delighted with the service I received from Mr. Gannon. He was prompt, knowledgeable, competent, patient, and cheerful. Thank you.
ST1660949	I got a superb help on this ticket, thanks.
ST1666024	As always-- thanks so much!
ST1666546	no
ST1666999	Scott did an excellent job.
ST1671292	I didn't speak with anyone but did receive a prompt email with instructions. Thank you!
ST1672484	Jack was great. Thanks.
ST1675973	The tech did a great job. Thanks
ST1676248	Please convey my thanks to Carla for her patience and consideration. You are fortunate to have her on your staff. What a gem!!! Thank you.
ST1680939	thanks!

ST1683164	Very helpful response
ST1687757	Paul provided a quick and accurate update to the KB record that can impact NBS ticket workflow. Thank you!
ST1689303	As always, Joe Gannon is knowledgeable and always has the answers to "Mac" problems. He is an invaluable asset to NIH!
ST1690033	Martin is wonderful. As a new kid on the block, he has more than helped in getting me set up with this computer.
ST1692429	I fixed the problem myself - took 4 reboots! - But the tech was responsive as usually.
ST1692875	The Customer Survey should be sent as a separate item. It is currently included in TASC mail that begins 'DO NOT REPLY TO THIS EMAIL' and I usually just delete the mail without realizing the survey is included. Thanks.
ST1694751	Not at this time.
ST1695409	Thank you for the good work! I was out for a few days, so I was not aware that my machines were affected, but your technician contacted me upon my arrival to clean my machines.
ST1698719	Keep up the great work!!
ST1703525	Pam you are still the best! -mg
ST1703933	Yes. Where my office has moved to there apparently weren't enough network cables to put my printer back on the network so I am still without the use of my printer.
ST1704768	Thank you for your quick response. I actually like making the changes myself by phone because it gives me an opportunity to learn how to troubleshoot for the future. Appreciate your service.
ST1705510	His assistance was superb!! Nothing more to add.
ST1707119	I thank Nikki Thomas who was able to offer quick and competent help! I also thank Robin Rice for her help on a late Friday evening to ensure that I followed Nikki's instructions correctly. -Dr. K.Davis
ST1708036	Carla Johnson went beyond normal IT support service. Carla helped me identify and resolve a computer challenge and also "printed and faxed" the urgently needed "text" to me quickly. Outstanding and excellent IT support. Exemplary work done by Carla Johnson
ST1708430	Excellent help as always.
ST1711329	Great job.

ST1714314	efficient
ST1714420	great service, as always. thanks much!
ST1714590	Lafayette Merchant was WONDERFUL! Very courteous and followed up several times. Also, all of the people that I spoke with at Octel and all the other reps along the way were all very helpful!
ST1718988	I wish to commend Morgan, Justin and Joe Gannon who all contributed in a most helpful manner to resolve our NIH and parachute problems in a timely interval. This was especially appreciated over a holiday period. Many thanks. E. Schiffmann,
ST1728937	As usual, my experience with NIH Help Desk support has been outstanding. Josephine Vila was very responsive and professional
ST1734215	Thanks to Patty for walking me thru the process.
ST1734704	This was a time-sensitive issue and I truly appreciate the quick response.
ST1736661	Jason [Woo] completed the search for the missing files and as usual was EXCELLENT. He is always wonderfully helpful, and so knowledgeable. Thank you
ST1737409	Thanks for Quay's (sp?) quick and helpful response!
ST1739518	Great job.
ST1745872	orderly process, creative problem solving, thorough. Problem resolved
ST1747756	Thank you very much for all supports.
ST1751960	OUTSTANDING assistance beyond the call of duty. Thanks much !!
ST1753637	make it easier to find the right (CIT) help desk e-mail address in the e-mail directory
ST1323199	Clone Joe Gannon.
ST1328503	Server came back up

ST1330570	I am always satisfied by work of Karen.
ST1331417	Joe Gannon is a genius, he is great!!!! Munira
ST1332550	It might be helpful to inform others that the problem relating to VPN connectivity was due to the fact that Windows XP home editin was installed on the client's compouter and VPN software is incompatible with this version of Windows XP.
ST1339300	I RECEIVED EXCELLENT CUSTOMER SERVICE FROM THE REPRESENTATIVE.
ST1343892	Ms. Peacock was prompt, very pleasant and helpful. Thanks!
ST1346700	Thanks!
ST1348849	I am giving a good rating without actually looking at what they did. This survey should be adjusted to where you are able to look at what they have corrected instead of just telling us what has been corrected and expect us to go on that. THANKS
ST1352507	I don't know what 'TSR' stands for..please clarify. thank you.
ST1352663	The OIT help desk was very supportive and really resolved the problem. I am most appreciative, particularly considering its the afternoon just before Thanksgiving
ST1357641	I was very pleased with the professional and courteous manner of the person who helped me.
ST1359328	I didn't hear her name, but the woman who called to help was very professional and helpful.
ST1359629	Thanh Nguyen is always very courteous and very timely and solving my technical problems.
ST1361573	Justin is very helpful and a kind person to work with and I appreciate all his timeless efforts in trying to get my laptop up and running plus getting me set up on my home computer that will enable me to continue to do my NIH work.
ST1363710	Never actually spoke with anyone and the instructions were not locatable on my screen but the concept was clear becuase I can now reply. Thanks.
ST1370703	very timely! THANKS!!!
ST1381821	Thanks so much for your help. It was greatly appreciated!

ST1384483	Sean was very patient and helpful!
ST1385093	Thank you for your quick knowledgeable service, very helpful.
ST1389113	I think the CIT has helped me on several occasions and did a really good job. I can not think of any way they need to improve at this time. Thanks.
ST1390239	always excellent help
ST1395307	none
ST1401780	Prompt resolution to my problem - Thank you!!
ST1406585	Excellent Service
ST1406903	It took the consultant a bit of time to actually help me access the Web Mail last week but once he understood, it was taken care of fairly quickly.
ST1410556	No
ST1410764	this was an eRA impac II test ticket. Shouldnt this state eRA Helpdesk instead of CIT Helpdesk?
ST1410887	Mike responded very quickly, and gave me excellent help. Thank you!
ST1415209	thanks
ST1415488	Fabulous- that was actually fun. My regards to Joe Gannon and his excellent "computer-side" manner ;-)
ST1420138	Phil was very knowledgeable in installing and setting up the VPN!
ST1422288	IF THE PROBLEM HAS BEEN RESOLVED THE CUSTOMER SHOULD BE GIVEN THE CHOICE WHETHER OR NOT TO DO A SURVEY NOT MAKE IT MANDATORY IN ORDER TO SEND CONFIRMATION.
ST1425966	Sean handled my issue like a true professional. I have spoken to him before and as always he solved my issue with a prompt response. Give this guy a raise!!
ST1426443	Pam is great!

ST1435725	It would be good to have an explanation of what was wrong so we would be better prepared to handle problems in the future.
	Thank you.
ST1436368	Kendra even took the time to call me back and let me know it wouldn't go into the system for 24 hours. That was very thoughtful.
ST1437034	The person who helped me was very patient, walked me through resolving the problem. I really appreciate his help.
ST1438813	great over the phone help
ST1440035	He showed wonderful patience in getting the correct info to me--about a difficult problem in MS Outlook. This resolved an issue that has been bugging a number of us for some time. THANKS
ST1444897	good job. thanks
ST1446389	help desk technician contacted we within 5-10 minutes after I submitted the request and was skillful understanding and very polite - excellent job
ST1450988	Good job. thank you.
ST1455215	Thank you Jill!
ST1456361	I'd like to thank CIT personal for prompt and professional help
ST1457080	thanks.
ST1463704	Excel has BIG problems when used for inserting text in the Supplies and Services form. I hope it can be fixed because we use this form regularly.
ST1470649	Consultant was very knowledgeable and helpful -- please pass along my thanks.
ST1470853	Excellent sevice from Ms. Jackson, I was very satisfied. Outstanding Customer Service
ST1471460	It was a simple problem, but was still handled excellently. Thanks.
ST1478351	The Help Desk consultant was courteous and was able to solve my problem quickly. Thanks.
ST1481469	Sylvia is wonderful
ST1485641	She was very helpful and knowledgable.

ST1487831	Joe did an excellent job. I appreciate his prompt attention to my problem with email. thanks
ST1489281	Quick and efficient!
ST1495369	No
ST1497767	The CIT persons were extremely efficient and helpful. They did a fantastic job on making my request happen so quickly. The request turnaround completion was fast as needed for this particular meeting. Ed Zebart and Greg Duling moved fast. Service coul
ST1501339	Great help!
ST1502392	I had to reset my password in DataTown and the technician knew exactly what I needed to do. Thanks again.
ST1502557	I truly appreciate the fact that Karen was able to come and perform this task at a moment's notice. We tried to get the phone company to let us know when the phone would be moved so we could coordinate the two. But, needless to say, they did not coopera
ST1505877	I would like for you to acknowledge Daniel because of the excellent customer services that he exemplified. He was extremely courteous, pleasant, helpful and professional. Thank you.
ST1507291	I got my question resolved quickly.
ST1507608	I appreciate the answer that I received to my question. Thank you for your help.
ST1509089	Thanks, John!
ST1509774	Problem solved. I am able to operate remotely.
ST1510292	Very courteous consultant. Keep up the good work!
ST1511141	Excellent job in guiding me in fixing the problem.
ST1512412	Excellent help is provided by the help desk. thank you very much
ST1513838	The customer representative was very professional and knowledgeable about the task to be completed.
ST1514841	Thanks. Just used IMPAC II module to release awards. Thanks.

ST1516624	It is a great pleasure to work with Karen.
ST1520603	no comments
ST1520827	Thank you.
ST1521231	It would be nice to find out what the actual problem is that continues to cause my.nih.gov to go down.
ST1526783	YOU ROCK!
ST1535639	Brett Wimsatt went the extra mile for me to get this resolved. I was able to inform the Branch Chief whose travel this is, that it was corrected quickly and efficiently. Much appreciation to him and all involved behind the scenes. I keep saying it - yo
ST1319134	As always, very helpful and prompt. Thanks!
ST1324536	Great job!
ST1327982	Only one additional comment- Karen is a real professional.
ST1330903	Mike F, you're great, thanks.
ST1331020	I answered some of the questions untruthfully, because the correct answer was not available. I did not speak to the consultant, who apparently was contacted by my local IT support person, so I cannot evaluate the interaction.
ST1332142	Thanks so much! Jane
ST1334852	Thanks Justin
ST1338543	n/a
ST1339452	NED should warn about two building 10s in list.
ST1341969	thank you so much . you did that well.
ST1345803	Sean was very patient over the phone and suggested several links that I could download to mitigate the problem I was having with pop-ups. Excellent customer service!

ST1352357	She was very polite
ST1355173	The consultant was very knowledgeable and informed and guided me through the all the information. Thank you, Sharon Painter
ST1355866	Barry Shay took care of this matter for us. As usual, Barry was quick to respond, efficient, and friendly. We appreciate his help.
ST1357535	Thanh Nguyen is always excellent in response time and knowledge.
ST1363702	I'm sorry I didn't get the gentleman's name who helped, but he was very polite, courteous and most of all - very patient. Thanks.
ST1371864	hire more people like Rod
ST1372103	This was a highly critical problem - i start 7x24 today and this is my primary device to connect after hours. Pam did an excellent job of getting it back into production. Thanks
ST1377999	I apreciated the speed at which a Rep was at my desk & resolved the issue.
ST1383044	Scott was outstanding providing me with the fix for my excel worksheet problem. Patient, helpful, and knowledgeable! Thanks
ST1385416	You have excellent customer service.
ST1392035	Happy New Year
ST1394121	I have always so far gotten excellent service
ST1394691	Etienne conducted himself in a professional manner. He persisted until he found the culprit which caused the problem. I am glad to know that there is someone of his caliber on staff to solve our problems. Thank you
ST1398158	Different options were clearly explained, and we now have the phone service we want. Excellent service.
ST1399001	Thank you for your very helpful service!
ST1405082	Pat Cleveland made sure what was needed was in place for this special email account which has confirmed to be working
ST1405773	All IT staff I have come into contact w/ (especially the TerpSys troops have been GREAT!!! Keep up the good work TEAM!!!!!!! Thanks!

ST1405860	Great service!!!! Great people!!!!!! Outstanding!!!!!!
ST1405869	fast!!!..whoever helped me was/were fast!
ST1406546	Jaime was most helpful. He assisted me the other day when I called and always maintained a positive attitude even when I got frustrated and didn't know how to explain myself. Kudos to Jaime keep up the good work. Tina Monk
ST1416528	good job guys.
ST1417226	Could not have been better!
ST1417707	This survey is an excellent idea.
ST1418790	They are so fast, my God never seen that kind of service in the government ever.
ST1420495	Very excellent support as usual.
ST1421731	great help to me. thank you very much.
ST1422355	Dan Gange was very knowledgeable, patient and helpful. I appreciate it that he was proactive and called me to follow-up. Thank you, Dan.
ST1423259	Shirley Simpson is the person who actually dealt with this ticket. Her comments: "The service was great. Dee worked with me right away for all the changes I requested in a timely fashion."
ST1424253	I will be calling you to set up Outlook in the next 2 weeks.
ST1433213	The Help Desk was extremely pleasant.
ST1435068	Thank you for prompt assistance.
ST1438376	I'm sure I've been helped before by Shaun and each experience has been pleasureable and resolved immediately perfectly! Thanks, Shaun! Cathy
ST1438769	Mr. Justin White was exceptionally professional and knowledgeable of the IT issue requiring resolution. Thank you.
ST1438926	I want to thank Mike for all of his wonderful help on Friday, February 4th. He was very patient and understanding as well as knowledgible. Mike was there every step of the way. Again Many thanks to You Mike!

ST1443312	Extremely good service! Thanks for getting our printer back on-line so quickly!
ST1444127	Great Customer Service
ST1454574	Give Pilar a raise!!
ST1457126	CIT was great today with many problems. Thank you.
ST1462053	Thank you!
ST1462091	Received great help and CIT individual had patience and thought through the options of how to solve the problem.
ST1473317	Assistance was very friendly and competent.
ST1474750	thanks for all the help.
ST1475496	it was the first time he was helping me out, and he was incredibly sweet. thank you.
ST1476490	The technician followed up the email response with a phone call and walked me through correcting my GAL entries. Nice touch!
ST1476900	Excellent response and very professional
ST1488051	Mr.Mike Dorsey was extremely professional and most helpful in diagnosing and correcting the IT problem. Thanks.
ST1488053	I have always had an enjoyable experience whenever I called CIT for assistance.
ST1490261	While I am a DCS employee this survey may hold less weight but the process worked very well including notifications, work completion, resolution and survey. Thanks
ST1493213	Alex did a nice job of walking me through the default spell check fix and suggesting another defaults related to my query.
ST1493442	Although the problem has been finally resolved, it should not take that long because problems were created during the process. An email inquiry was sent to me Thursday afternoon at 5:19 pm, and by Friday morning, my normal login "tianbi" was deleted even
ST1496664	The problem reported has been a recurring one. A protocol was supposed to be established to ensure the problem would not repeat. Either the protocol has not been established, is not sufficient, or has not been adequately communicated. Permanently solvi

ST1503115	Thanks for your help. From Susan Goodman
ST1505453	I want to thank the young lady for walking me thru the problem this morning. She did an excellent job. Thanks again. Evelyn Lyons
ST1509676	No suggestions.....
ST1509712	Mr. Diaz was very thorough resolving my problem. He called and left a voicemail as well as an email. This is the type of service everyone at CIT should provide.
ST1510049	no
ST1518113	I have worked with Steve Buck many times and he is very competent and professional. My interations with him have always been positive.
ST1518386	He knew what to do and accomplished it immediately without interrupting my busy work schedule. He's much appreciated here.
ST1519516	Kudos to the patient person who helped me through a different version of programs.
ST1527409	The techician was extremely helpful and patient. Thanks!!
ST1539637	fabulous job folks!!!
ST1547868	no
ST1550138	Jessie Jackson always performs computer/network services in an outstanding fashion. I commend Jessie for his customer service which he out performs any computer tech in my lifetime!!! Keep up the "Great Job"....Jessie!!! V/R R
ST1552957	Mr. Davis had a complete understanding of the problem and did an excellent job of completing the request. His manner was thorough and courteous and he completely answered any questions I had.
ST1563315	I'm grateful that someone from Tech Support works after 5:00! Please keep it up. Thanks --
ST1565445	Problem solved quickly. Thanks Al Robertson
ST1569964	This questionnaire is irritating and the questiona seem redundant.
ST1570218	Ken Weeks did a great job

ST1571892	Jason Woo is one of the best and most efficient technicians that you have. He deserves praise.
ST1573394	The only problem I had was that it seemed that once the line had been installed on Wednesday morning 5/25/05, no one had been told the work was complete. I was called out of a meeting on Wednesday afternoon because another technician came to install the a
ST1575616	Morgan Glines was outstanding.
ST1577274	Well done. The person who answered passed me to Francisco. He solved my problem and even helped me do something that I thought was impossible -- change the name of my VPN connection entries to "home" and "office." Make sure everyone knows how easily th
ST1584483	The support staff was very efficient and did a great job to make sure that the work was completed.
ST1589853	The response was stunningly fast.
ST1591840	I was very impressed with the representative who took my call and immediately understood my problem. Resolution was faster than I had anticipated. Many thanks, and continued great customer service!
ST1592529	Mike Dorsey emailed me excellent feedback on what he found and asked me to confirm that the problem had been resolved. He did an exceptionally good job on handling this ticket. Thanks!
ST1603140	Fast, excellent, efficient service!
ST1623810	A speedy resolution. Thank you!
ST1625782	Thanks for the quick response.
ST1626913	Pam Davis is very good at providing excellent and timely service!
ST1631133	t
ST1636292	Very efficient operator. Really outstanding. Thank you very much. 7/1/2005
ST1638258	N/A
ST1640269	It is a pleasure to work with Paul Greene. He is a nice guy, he is hard-working, and he is very good at what he does.
ST1641204	DCS Desktop Team does excellent work! They rule!!

ST1644760	Rich is an extremely helpful and efficient CSP.
ST1644979	Pam was available to help with this problem as soon as I was in the next morning, and worked professionally and efficiently to resolve the problem. Thank you!
ST1645616	No additional comments.
ST1646300	If you would clearly state the password requirements when a password is rejected, it might save a lot of phone calls.
ST1647450	Message was received that the resolution had been completed without indicating it could take up to 3 hours before the correction was displayed. Consultant called and explained.
ST1648858	our current csp is excellent
ST1651613	The reason I asked for this Service Ticket to be closed is that the changeover of my secondary telephone lines on my telephone here in Room 3BC909 from Flashing to Ringing was resolved last week. Thanks.
ST1652556	Thank you for Mr.Jason(Woo). So helpful and efficient, always.
ST1653523	Great job. Thanks.
ST1662675	The tech who called me should not be at work today - she could barely speak due to laryngitis. She's harming her voice by trying to speak. Thanks anyway.
ST1664437	Randy and company were prompt and very helpful. thanks guys...
ST1665512	Pam Davis continues to provide outstanding support to our group. Many thanks.
ST1667890	Pam Davis is always extremely helpful and resolves any issues quickly.
ST1670412	Thanks, John.
ST1671505	Once I called Jewel to let her know I had a problem with my computer, she was very quick in responding to the matter.
ST1673603	Pam was excellent. She made it a point to keep me in the loop as to what the status of the service ticket was in between dealing with her other numerous customers on a busy Monday morning. This helped me manage my time during my downtime a great deal.
ST1681126	This specific consultant is superior than others who served our PC regularly.

ST1681253	Always outstanding service
ST1687990	Would like the new exchange service to allow access with https from outside NIH.
ST1689495	Great Job!!! Thanks
ST1691403	Fast Response.
ST1693057	no other comments
ST1694766	CIT HAS ALWAYS HELPED ME IN A MOST EFFICIENT, TIMELY, AND COURTEOUS MANNER.
ST1696634	It was good that Treesy Cox informed me by phone that the problem was resolved. Thank you.
ST1697740	Thanks for the continued help!
ST1701717	I want to thank the entire staff because every time I call in everyone is so efficient and easy to work with. Thank you all very much.
ST1703463	The CIT representative I spoke to was very, nice. I thank her for her help even though my question was stupid:)
ST1703828	Not at this time. CIT is very professional and reliable. Thank you.
ST1707843	Karen is a real professional
ST1711684	Extremely fast response time, thanks so much!
ST1716221	EJ did a great job getting my PC set up. Thanks.
ST1716244	Job well done
ST1719899	Keep doing what you are doing!!!!
ST1721546	It's fine, doesn't need improvement. The staff is always helpful and courteous; can't ask for more than that.

ST1724052	support person did not have detailed knowledge of what might have caused the error message i got; message probably due to weekly cit windows updates rollout this week, but no information was provided regarding possibly getting an error message this time
ST1725241	Yes, please change the your to you on I believe question #6 "that your received effective " Otherwise excellent service.
ST1727176	I appreciate the quick response to this request.
ST1730054	The CIT consultant was very informative and knowledgeable with my computer/ADB problem. She provided clear information and a direct solution to my challenge. Thank you!
ST1731678	Joe was a tremendous help. He was VERY patient was a person who is not computer literate. I love the computer, but boy do I hate it. Thank you all.
ST1735181	You guys are always there to help out and never seem to lose patience. Thanks so much!
ST1735785	Mr. Welty is always courteous, knowledgeable, and prompt.
ST1736631	I don't know if this is within the responsibilities of CIT, but the ADB does not state, at least not on any commonly accessed screen, that User IDs will be deactivated after a certain period of not being used. The ADB should clearly state this in a promin
ST1736839	It is a great pleasure work with Karen.
ST1738139	The Help Desk consultant answering the phone was exceptionally polite and helpful. She took the extra time to make a phone call to ensure the person I needed to resolve my problem was immediately available. I very much appreciate the level of profession
ST1741773	Thank You so much for all your help.
ST1742575	The Technician was very polite and thorough.It was a quick and pleasurable experience. Thank you, Jennifer
ST1747425	Excellent service. The rep (John - NINDS) did not stop until the issue was resolved. Thanks!!!
ST1757198	The technician was very helpful and efficient.
ST1527729	I always get excellent service, thank you.
ST1529135	Excellent Customer support. Great trun-around on rebuild replacement PC. Great job oever all.

ST1533939	I am very pleased with your response and help.
ST1535793	Dustin took the extra step in assisting with my request by sending me the required form. Had he not done that, I probably would still be searching for the correct form. I really do appreciate the wonderful service.
ST1536069	This PI had an application that was just reviewed and couldn't access his file through the commons. Thanks for fixing his role. That was really quick! VA
ST1537128	I updated my computer with a later version of Adobe Acrobat (6.0) and now I am able to pull up PDF files. Thanks!
ST1537432	Carla was helpful and very professional.
ST1540796	REpresentative was very helpful and courteous. Martin
ST1541954	no additional comments
ST1550153	Lightning-fast resolution to an urgent problem. Thank you!
ST1551650	This was an email request so I didn't have any interaction with a consultant.
ST1553073	person who answered the phone couldn't help me ... but was able to connect me with a knowledgeable person who problem solved with me until it was corrected - thanks!
ST1553764	The work was done in a very professional manner and we were very pleased with the service.
ST1562528	GREAT SERVICE
ST1564913	I submitted my request by email. It would be nice to get a response giving me some idea of when the issue was going to be addressed. I assume there is a 24 hour turn around time...but I've never been sure if I could depend on that. I submitted my reque
ST1567165	Appreciated the help.
ST1569920	Well, I was not expecting to get such a great help! It was an excellent help I can tell. He (Mr. Joe Gannon) realized all possible problems I may be facing and how I can solve those and how my current problem. Thank you very much!!!
ST1570244	The NIH Help Desk is my best resource for any help. Thanks.

ST1570796	Terrific help with a problem that required very specialized word xp expertise. Providing access to skilled individuals with substantial experience on the use of specific software packages is a real improvement gained by the institute wide NIH help desk sy
ST1576104	I said this was resolved satisfactorily because the agent gave me a straightforward answer quickly. Unfortunately, it really isn't satisfactory (due to no fault of hers) since I don't understand why NIH can't find a way to enable people like me whose IC
ST1576506	The service I received regarding this request was excellent and timely.
ST1583261	Thanks Dustin.
ST1586623	Scott is very courteous and professional Julio
ST1589590	Pete is great. always very helpful and nice.
ST1597359	no additional comments
ST1602585	JOB WELL DONE, TO GOD BE THE GLORY.
ST1605444	I called the NIH helpdk and was referred to another young lady whom I must say deserves an award. She knew exactly the problem and how to handle with respect. I've been waiting 2 wks to get prob resolved.
ST1609548	I did not anticipate that service would be so prompt. I was pleasantly surprised. Thanks so much! A. L. Bilal
ST1610489	My only contact has been via e-mail. Problems are usually addressed in a timely manner.
ST1610878	Great desktop support...
ST1611490	Thanks.
ST1613222	Mr Jason Woo is always excellent. Thank you.
ST1613377	Thank you!
ST1613492	very helpful
ST1615863	Thanks!

ST1616055	When I called the first time, the person never entered my request, but told me someone was going to be down. I never knew about this ticket number and such till I called back 5 hours later and someone else handled the situation and actually entered the re
ST1616315	I just wanted to thank alex for being persistant and getting back with me in a timely manner.
ST1619011	Cathy was extremely helpful. Her handling of my problem was highly efficient and effective. She had a MAC specialist who fully understood my problem follow up with me. I appreciate his efforts as well. Thanks to ALL! Joe
ST1620763	The technician who assisted me was quite responsive. He clearly communicated the steps for changing a password for the Delpro System.
ST1625095	Pam promptly came around and showed me how to save my document as a .mht instead of .html and I was able to open the document just as if it were an html document. Thanks Pam, you're the greatest!
ST1625846	Nothing lacking, you guys do a great job.
ST1632243	Not at this moment. Thanks for your promptness.
ST1637813	(1) In the help request form there is a question that asks how I would like to be contacted. I always give my email address. Invariably I am contacted by phone. In this case, I was left on hold for several minutes while she contacted the email speciali
ST1645480	there should also be various ways of instructions (email, etc.) telling how to reset your expire password if you don't want to or have the time to speak with cit .
ST1647635	Great job done once again!
ST1651308	Thank you!
ST1651788	Scott May is an outstanding IT resource for the CIT. We are very fortunate to have him on our staff.
ST1659555	I would like to suggest that the NIH Login page for SILK put a small note saying that you do not need to put 'NIH\ ' before your user ID. Some logons require it and some don't and the requirements keep changing so it is difficult to remember.
ST1667359	Thanks.
ST1671989	The CIT consultant, Luther, was extremely knowledgeable and helpful with my Delpro/ADB problem. His demeanor was exemplary and truly helpful. Thank you,
ST1675516	Excellent and fast service, as usual.

ST1676839	Good experience!
ST1677800	Thank you to Jason Woo..always very helpful.
ST1681540	I was so appreciative to receive such a quick response. The young lady was very helpful. Thank you.
ST1684385	Thank you
ST1684744	I greatly appreciate the timely and high quality service provided by the Help Desk/CIT.
ST1686589	Kris Erwin did a very nice job filling this request. He responded very quickly and had the software installed in a very short time. He was (and always is) very personable, and did a great job. Thanks.
ST1688384	Mrs. Patti Cleveland is an exceptional individual, who has no room for improvement. Simply put, service couldnt be provided any better. Thank You Patti Cleveland
ST1689707	The consultant, Todd, was extremely helpful in answering my question. The Help Desk is extremely essential to being available at all times for NIH staff's continuing work progress and challenges. Thank you!
ST1690079	None.
ST1690412	The help desk responded alomost immediately to my email requesting help. The gentleman who assisted me was was very professional, efficient and extremely helpful. He explained very clearly what I should do.
ST1690511	Patty is always do thing right
ST1691780	Thanks, Joe Gannon...you were great!
ST1696230	Phil Jenkins is fantastic - give the man a raise! Many thanks, Cheryl
ST1696563	When talking to the person regarding the parachute account, I mentioned that I heard that Parachute is now using the NIH logon and password and I was told NO, that is not available yet. When returning to my office, I found the email from William Jones on
ST1700066	I was sent the information requested via email. Unfortunately, I have not tested the data at present. If all goes well I should be very satisfied. Thanks.
ST1701054	Thank you
ST1702712	Michelle Turner did an excellent job with this request. I wish to thank her very much.

ST1703489	Great Work! Thanks!!!
ST1704268	Mr. Moore has always been receptive and expediant in resolving any issues which he has addressed for me.
ST1705263	It is refreshing to have such an excellent, courteous, patient technician who rapidly responds to the problem. His name was David. Thank you for this service.
ST1707050	good result. everyone's happy here.
ST1707571	Since this was repaired after I left for the day yesterday, I have no idea whether consultant was courteous or not. Thanks anyway!
ST1709021	Josey did a great job!
ST1709037	There should be some guidance as to what the requirements for a new password are so I could have figured it out on my own. I tried many combinations of characters before I called for assistance.
ST1714806	Response time was quick and the technician was most helpful in resolving the problem.
ST1718886	It really helps to be able to talk with a knowledgable individual. Thank you. Carl
ST1718980	Jin is great! Always professional and speedy!
ST1724677	Once again Mr. Holloway did superb work.
ST1727159	I have been very pleased over the past several months with multiple tickets that have been completed by Justin Kirby and Andrew Rosado. These guys often go above and beyond the call of duty and are always knowledgeable, helpful, and polite. I really app
ST1727309	thank you
ST1728415	Very excellent help as usual.
ST1729360	Shawn and Ben handled this almost immediately.
ST1729705	Outstanding service!! Please commend the young lady who walked me through the process to resolve the problem. Thanks.
ST1730885	Mr Jason Woo is ALWAYS excellent. Thank you.

ST1730885	Mr Jason Woo is ALWAYS excellent. Thank you.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1731305	The NED Help Desk was terrific. They answered my question and enabled me to take care of the problem regarding perimeter access. I wish to thank them very much for their help.
ST1733197	Randy is always eager to assist. Thanks.
ST1733610	"Tony" was curtious, as well as helpful. He's an asset to the NIH Community.
ST1734369	Keep up the good work
ST1737321	Good Job! & Thank you!
ST1742854	always *****
ST1745708	Very helpful!
ST1750911	great fast response
ST1752036	Keep up the good work. I really appreciate the help.
ST1752673	I had to phone 3 times, but when I conveyed the urgency of the situation, they promptly straightened out the problem. Alwasy courteous, knowledgeable and helpful.
ST1753142	N/A
ST1756373	The Help Desk was very courteous and helpful as always!